

Position Description Shift Leader

Location:	DVConnect Office Brisbane	Status:	Part Time or Ad-hoc as Acting
Reports To:	Team Leader	Salary:	Social Community Home Care and Disability Award Level 5
Direct Reports:	Counsellor Support Workers and Crisis Intervention Counsellors		

Purpose of the Position

Provide on-shift supervision to a team of professional counselling and support staff on the DVConnect Womensline. On-shift supervision is provided through monitoring staff performance and providing guidance through debriefing, support and feedback and ensuring consistent day-to-day operation of the Womensline service through the shift. The Shift Leader is responsible for maintaining a shift environment that provides clarity and direction for the team and will obtain support from the Team Leader and Service Delivery Manager for staffing and other related activities. Part of the role will require at times answering and managing incoming crisis calls, mensline calls and sexual assault line calls.

Our Vision, Purpose & Values

Our Vision: Our aim is for all relationships to be free from domestic, family and sexual violence.

Our Purpose: Creating pathways for a life free from violence and fear.

Our values: - *Integrity; Compassion; Accountability; Respect & Empowerment*

Principles of our Work

DVConnect works from an intersectional feminist framework, and we acknowledge the gendered nature of domestic, family and sexual violence. We are committed to working collaboratively as part of the broader system, developing innovative services, and providing robust governance and organisational sustainability to deliver on our vision and purpose.

Main Accountabilities	Expectations
<p>Service Delivery Provide practice supervision, guidance, support and day-to-day practice workflow and decision making in response to service demands to ensure consistent delivery of the service.</p> <p>Answer incoming phone calls when required.</p> <p>Assist with rostering requirements and participate in on-call roster when required to provide full support for the team</p>	<ul style="list-style-type: none"> • Foster a shift environment of cooperation and teamwork • Appropriate action is taken based on assessments to maintain the safety of clients • On shift staff are working within the practice model framework and expected outcomes. • Working within set budget requirements • Incoming phone calls are answered in a positive and professional manner • Quality, timeliness, and accuracy in presentation of work • On-call requirements provides effective support to the team/s • Demonstrates consistently a commitment to the purpose, values and behaviours of DVConnect • Internal and external service/client feedback
<p>Documentation & Reporting Ensure appropriate client and other documentation, records, reporting and data collection and maintain a high level of accountability with all documentation</p>	<ul style="list-style-type: none"> • Accuracy and maintenance of relevant records • Comprehensive, timely and succinct feedback to TL as required
<p>Team Support & Organisational Support Participates in team activities, attends staff meetings & connection days when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness.</p> <p>Assist in the development of staff. Demonstrate a clear understanding of and commitment to DVConnect vision, purpose and values and a preparedness to apply these in a supervisory role</p>	<ul style="list-style-type: none"> • Evidence of strong relationships and positive rapport with team members which assists in building a cohesive workplace and developing their skills. • Effective support to the leadership team • Shows clear understanding of the various staff roles and overall team outcomes required • Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities • Professional and well-regarded team member externally and demonstrates a commitment to attending meetings/conferences/committees as directed • DVConnect vision, purpose and values consistently demonstrated in all work-related activities and in line with DVConnect Code of Conduct • Minimum of 85% attendance at all team and other meetings as required
<p>Workplace Health & Safety To meet Workplace Health & Safety obligations in line with DVConnect Policy & Procedures as well as relevant legislation and in supporting the well-being of staff.</p>	<ul style="list-style-type: none"> • Follow all safety instructions and use equipment provided • Contributes to minimising the risk to health and safety of all persons in the workplace • Identify and report any workplace incident/hazard or concerns to management

Professional Development & Continuous Improvement Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect.	<ul style="list-style-type: none"> • Seeks new ideas and embraces/adapts to change • Evidence of continuous improvement activities in area of responsibility • Encourage others in the team to balance DVConnect purpose and values with their personal values
Essential Requirements	<ul style="list-style-type: none"> • Tertiary Qualification in Social and Behavioural Sciences or other appropriate qualification(s) • Well-developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence • Knowledge of Queensland Domestic Violence Legislations, particularly the <i>Domestic and Family Violence Protection Act 2012</i> • Highly developed telephone counselling and risk assessment skills, preferable in domestic violence and crisis work • Positive Notice Blue Card or ability and willingness to obtain • Right to work in Australia
Other Relevant Information	<ul style="list-style-type: none"> • Willingness to work a variety of shifts outside of normal business hours to meet operational requirements • Willingness to undertake further training and development • It is a genuine requirement of this position that it be filled by a woman as permitted in sections 25, 104 and 105 of the Anti-Discrimination Act 1991 • Requirement to be up to date with COVID-19 vaccinations
Skills & Behaviours	<ul style="list-style-type: none"> • Ability to work both independently and collaboratively as a member of the wider leadership team to meet organisational objectives • Demonstrated ability to work in a fast paced & high demand work environment, including working within agreed timeline parameters, with strong organisational skills • Ability to remain calm under pressure with a flexible and positive approach • Capacity to work and support staff in a complex and often demanding work environment, whilst remaining calm • High level of resilience and self-care practices in place • Commitment to the values and purpose of DVConnect • Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices • Excellent communication skills • Team player with a commitment to a collaborative working approach • Solid IT Skills

Experience	<ul style="list-style-type: none"> • 2+ years in a similar environment
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Key Relationships/Interactions:

Relationship with:	
Service Delivery Manager	Accountability, advice, support, feedback and reporting as required
Team Leader – Womensline	Accountability, support, collaboration, and feedback as required
Shift Leaders	Support, collaboration, advice, and feedback as required
Quality, Training & Development Specialist	Support, collaboration, advice, and feedback as required
Staff Members & Volunteers	Direction, support, advice, and feedback as required
External Stakeholders	Support, collaboration, and representation of DVConnect as required
Clients	Support & service

DVConnect is an equal opportunity employer. All applications will be treated on their merits