



Illawarra Women's Health Centre

POSITION DESCRIPTION

JOB TITLE: Community Liaison and domestic and family violence support Manager

Written June 2018

STATUS:	Permanent part time
HOURS:	Up to 22.5 hours per week
AWARD, SALARY and CONDITIONS	Social, Community, Home Care and Disability Services Industry Award 2010 (depending on qualifications and experience)
RESPONSIBLE TO	General Manager
MANDATORY REQUIREMENTS	Criminal Record Check, Working with Children Check

REQUIREMENTS

Essential

- Relevant qualifications and/or experience in the community sector and working with women in vulnerable circumstances.
- Excellent communication skills including the ability to provide respectful and welcoming service to women of diverse backgrounds and life experiences
- Effective listening skills and the ability to provide information to women in difficult situations and an understanding and experience in case management of people with complex support needs including outreach and advocacy.
- Strong communication skills including conflict resolution, group facilitation and public speaking
- Demonstrated computer skills
- Organisational ability and problem-solving skills
- Ability to work in a multi-disciplinary team, and be self-motivated
- High level understanding and commitment to a feminist social justice analysis of women's health issues and domestic and family violence.
- Driver's License

Desirable

- Fluency in a community language other than English
- Experience in a health setting or women's services

Summary of position: To build relationships and partnerships with the local community, relevant service providers, fundraising bodies and Centre users and to provide appropriate support to women experiencing domestic and family violence.

Description of Duties

Duties include but are but not limited to:

Programs and activities

- Manage, support and build community groups and organisational partner activities, workshops and programs at the Centre
- Coordinate 'all of Centre' events
- Coordinate Centre based (in house) workshops and programs, as required
- Promote Centre activities, workshops and programs to staff, groups and community, including on site and electronic marketing, and monitoring of attendance
- Manage group room bookings
- Manage volunteer, recycled clothes and WDO programs
- Manage complementary services practitioners and other occupational users of the Centre

Centre representation and outreach

- Represent the Centre as needed to other service organisations, at inter-agency forums, on local committees and as required
- Influence and create positive change for women through effectively collaborating with sector stakeholders; identify partnership opportunities with other sector stakeholders to assist with improving outcomes for women.
- Work with General Manager and Centre team to build relationships with appropriate service providers, stakeholders and the community in general
- Work with General Manager on major Centre events, such as the annual fundraising dinner
- Liaise with culturally-specific communities to foster understanding and access to the Centre
- Initiate, investigate and develop service partnerships as appropriate

Domestic Violence Support

- Provide front line support and assistance to women experiencing violence who access the Centre, including: assist clients to stabilise their personal circumstances and support the out of crisis, undertake risk assessment and safety planning, provide referrals or longer term individual advocacy.
- Provide support to the Illawarra Women's Domestic Violence Court Advocacy Service
- Participate in local and regional DFV forums, committees or working groups include ICADV

Safety and Quality

- Implement practices in accordance with the principles of Best Practice, Quality Improvement and other relevant women's health standards.
- Work with the General Manager to ensure the necessary systems are in place to identify and manage the risks the Centre faces.
- Work with the General Manager to ensure the necessary systems are in place identify and manage Work Health and Safety issues.
- Monitor building, equipment and assets maintenance.

Generic duties of all staff at Illawarra Women's Health Centre as resources, time and circumstances permit:

All staff will work towards the goals of the centre, within a feminist, holistic framework, to promote the health of the diverse women who are our clients and our communities of interest. Staff will always provide respectful service which empowers women, and support their rights.

1. Support orientation of new staff/students and training of casual staff
2. Contribute to Continuous Improvement (Plan Do Check Act Cycle) in respect of own area of work, and broader work of the Centre as time and resources permit
3. Collect statistical information for the Centre's data collection as appropriate
4. Contribute to policy development and planning in the Centre
5. Share knowledge with other members of the health care team to support professional capacity building;
6. Remain alert to themes regarding client/community needs, as expressed by clients
7. Contribute to monitoring and evaluation of own area of work as well as the broader work of the Centre as resources, time and circumstances permit
8. Assist in health promotion/community development activities of the Centre as time and circumstances permit
9. Network and collaborate with relevant organisations in the pursuit of health outcome and to support community and professional capacity building
10. Participate in staff development and training, and keep up to date with relevant legislative changes
11. Participate in and prepare for support/supervision meetings as provided and/or group supervision
12. Attend scheduled staff meetings as appropriate and as time allows
13. Work as part of the team, and undertake some Centre duties on a shared or "as required" basis, such as answering phone, sharing "housekeeping" tasks such as washing up, watering pot plants, cleaning fridge
14. Represent the Centre on occasions as arranged, and as time and circumstances permit.

To ensure essential client care, it is expected that our staff will work extra time on occasions till the practitioner finishes seeing the last client of the day.

Signed:

(Staff member)

Signed

(Manager)

Date: