



Team Leader

BDVS QPS Embedded Specialist Model



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

QPS Embedded DFV Specialist Practitioner Model, Team Leader

Team

QPS Embedded DFV Specialist Practitioner Model

Reports to

BDVS, Senior Team Leader

Line Manages

QPS Embedded DFV Specialist Practitioners

Classification/Award

Level 6/7, SCHADS dependent on experience

Talkin

Team Leader

Based at

West End & QPS Stations as required

Backup when absent?

BDVS Leadership Team

Brisbane Domestic Violence Service (BDVS)

Brisbane Domestic Violence Service (BDVS) is the specialist domestic violence service for the Brisbane metropolitan region. Brisbane Domestic Violence Service is funded by the Department of Justice and Attorney General to provide free and confidential services to adults and children who have been impacted by domestic and family violence. BDVS has a focus on achieving safety and stability for the individuals and families that we support.

Through the QPS Embedded DFV Specialist Practitioner model BDVS will be delivering a range of activities aimed at improving the safety of victim survivors and promoting holding persons using violence to account. BDVS Practitioners will be located across QPS stations in Brisbane to provide immediate crisis intervention to victim-survivors who attend a police station regarding DFV, regardless of gender. The model will also improve service system integration between Providers and the QPS.

Position Description

As a Team Leader, you will...

Work in close partnership with QPS and the QPS Embedded Specialist DFV Practitioners to provide practice guidance and supervision, deliver a range of activities aimed at improving the safety of male and female victim-survivors presenting to police stations and build capacity of stakeholders to respond effectively to victim-survivors. The position will also contribute to improving service system integration between QPS and other agencies.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Stakeholders (QPS Officers)
- Community Services
- Participants
- Emergency Services

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Organisational Services
- Women, Children and Families
- Supportive Housing
- Home for Good
- Inclusive Health Partnerships
- Lotus Services
- Other Micah Teams

Key Responsibilities

Leadership and Management

- Promote a culture of respect, safety, and trauma informed approaches.
- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter
- Support wellbeing and resilience of the team whilst managing workloads and problem solving to maintain services to vulnerable people.
- Ensure effective communication and teamwork occurs within a multidisciplinary team environment and efficient management of sensitive information and compliance with the privacy act.
- Ensure management processes are implemented and maintained such as workload management in a high demand environment, positive and respectful relationships, and commitment to proactive engagement with participants.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Leadership to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Undertake crisis intervention including risk and needs assessment and safety planning to address the immediate needs of the victim-survivor.
- Assist police to engage with victim-survivors by building trust and rapport.
- Promote better understanding of the dynamics of gender, power and control and the ability to identify and promote better understanding of DFV.
- Strengthen the identification of the person most in need of protection in the relationship.
- Promote holding persons using violence to account.
- Strengthen collaboration and knowledge sharing to help build capacity and capability within the police service and across the DFV Specialist service system.
- Promote information sharing practices in accordance with Section 5A of the Domestic and Family Violence Protection Act 2012.

Collaborative practice

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Essential Attendance

- Organisational Coordination Team meetings (if required), Leadership Forums, Service Area Cluster meetings, Board/Finance, Audit and Risk Management (FARM), etc. when/if required, shared responsibility for networking events and community engagement and education requests.

Flexible Hours

- Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.
- Working outside of standard hours will be by negotiation for management of after-hours and for stakeholder engagement.

Holiday Periods

- Micah Projects is a 365 day a year organisation, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.
-

Criteria and Conditions

Criminal History Screening	<input type="checkbox"/> National Police Certificate	<input checked="" type="checkbox"/> Blue Card
	<input type="checkbox"/> Yellow Card	<input type="checkbox"/> APHRA Registration
Driver's License	<input checked="" type="checkbox"/> Essential	<input type="checkbox"/> Desirable
Travel	<input checked="" type="checkbox"/> Essential	<input type="checkbox"/> Desirable
Assets Provided	<input checked="" type="checkbox"/> Work Computer	<input checked="" type="checkbox"/> Work Phone
	<input type="checkbox"/> Pool Vehicle	<input checked="" type="checkbox"/> Packaged Vehicle

Essential

- Demonstrated experience in working with people in a crisis response and case management, including the ability to conduct risk assessments and develop plans around safety and needs identified to women and men who have experienced violence.
- Demonstrated knowledge of and ability to apply current theory and practice relating to domestic and family violence and a gendered analysis of this issue, including using a trauma informed approach to advocacy and support.
- Demonstrated knowledge of culturally sensitive practice when working with Aboriginal and Torres Strait Islander peoples, and people from a culturally and linguistically diverse background
- Knowledge of or ability to rapidly acquire technical understanding of relevant legislation and regulations specifically; The Domestic and Family Violence Protection Act 2012 Section 5A Information Sharing, the Child Protection Act 1999 and an understanding of the Family Law Act.
- Relevant experience and or appropriate qualification including certificate, diploma, and tertiary qualification according to level of responsibility.
- Experience managing a team and providing supervision, practice guidance and support to team members.

Desirable

- Knowledge and understanding of *A Call for Change: Commission of Inquiry into Queensland Police Service Responses to domestic and family violence report*.

General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.

- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ **Date** _____

Document History**Version Number** 01**Original Date** July 2024**Revised Date**