








Role description

Role Title	Court and Intake Worker
Team	Responsible Men
Location	Slacks Creek
Classification Level	4
Reports to	Responsible Men Practice Manager

Our Vision - Building independence and participation.

Our Purpose - YFS backs vulnerable people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples.

The [YFS Cultural Framework](#) sets out our continuing commitment and the actions

we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community, and recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The Court and Intake Worker primarily works with male perpetrators of domestic and family violence to provide intervention, information on court processes, domestic violence education, and referrals to appropriate services including the YFS Responsible Men program. The Court and Intake Worker will resource men to take responsibility in seeking support and committing to address their use of violence and live a safe and non-violent life. The Court and Intake Worker will respond to inquiries to the program and be an administrative support to the team.

Key accountabilities

Service delivery

- Attend Beenleigh Magistrates Court and provide male respondents who attend for domestic violence with information on court processes, domestic violence orders and conditions, and the Responsible Men program.
- Provide information about and referrals for other related issues, such as mental health, drug and alcohol, parenting, financial, employment support, legal, and other counselling needs.
- Provide intake and risk assessment for men referred to the Responsible Men program with a clear focus on the safety of women and children, upheld through perpetrator accountability with attitudinal and behavioural change.
- Working with men using motivational interviewing and critical dialogue principles, to promote critical reflection on men's use of violence and encourage a men's willingness to take responsibility for making changes.
- Participate in weekly risk meetings and provide information regarding the on-going assessment of risk and safety, risk management and development and review of intervention plans for the men.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.
- Prepare information for the Practice Manager / Senior Worker for the Logan High Risk Team (HRT) to help deliver an integrated response to domestic and family violence that is demonstrated by clear and consistent referral pathways, protocols and joint local initiatives.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.
- Contribute to continuous improvement of risk assessment, service delivery, operational guidelines, and organisational policies and procedures. Support the implementation of change and best practice.
- Participate in program service evaluations and organisational reviews and contribute to the implementation of outcomes.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of a Child Safe Organisation.

Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

Knowledge and experience specific to the role

- Demonstrated knowledge and understanding of the issues affecting women and children who are experiencing or have experienced domestic and family violence.
- Domestic knowledge of *Domestic and Family Violence Protection Act 2012* and knowledge of court and legislative proceedings as they relate to the Act.
- Work within Domestic and Family Violence Services Practice Principles, Standards and Guidance.
- Demonstrated understanding and evidence in practice of the gendered nature of domestic and family violence.
- Demonstrated knowledge in risk assessment and motivational interviewing.
- Demonstrated effective interpersonal and communication skills (verbal and written) with a wide range of stakeholders including service consumers, community organisations, government bodies and the wider community.
- Understanding of the cultural considerations and differences in engaging First Nations men and men from Culturally and Linguistically Diverse backgrounds experiencing domestic abuse.
- Ability to work with a sense of urgency and manage a high workload.
- Teamwork skills with the ability to contribute to a productive and harmonious team environment.
- Refer to the level 4 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check.

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.