



## **ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC**

### **Victim Assistance -Advocacy and Support Worker**

#### **POSITION DESCRIPTION**

<b>Position Title:</b>	Victim Assistance – Advocacy and Support Worker
<b>Program Designation:</b>	Sexual Assault Program
<b>Status:</b>	Part time, fixed term contract
<b>Hours of Employment:</b>	32 hours per fortnight
<b>Pay Award and Classification:</b>	QCSCA Award Level 5

Although there is some flexibility in working hours, according to the needs of the team, it is expected that as far as possible this position is worked 8 hours per day, 2 days per week between 9am – 5.00pm. Specific work hours and days will be negotiated with the Manager with reference to your own needs, the needs of the Sexual Assault Programs, and the broader needs of Zig Zag. This position may occasionally require some after hours or weekend work as directed by the Manager and/or Management Committee.

#### **FUNDING**

This position has been made possible with additional one – off Commonwealth COVID funding received from the Queensland Department of Justice and Attorney General. Should funding be discontinued employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation fulfilled.

#### **REPORTING AND ACCOUNTABILITY**

This position is directly employed by Zig Zag, and is accountable to the Senior Practitioner within the Sexual Assault Program, and indirectly to the Manager and to the Zig Zag Management Committee. All employees are expected to engage in supervisory processes and to be accountable for all aspects of their work at Zig Zag.

#### **PROBATION PERIOD**

The probationary period for this position is three months from the commencement of employment. Exact times and dates will be negotiated with the Manager.

## **SEXUAL ASSAULT TEAM OBJECTIVE**

The Victim Assistance – Advocacy and Support Worker position will work collaboratively and supportively within the Zig Zag Sexual Assault Program team in the effective delivery of information and support on issues relating to sexual assault, and in the provision of high-quality therapeutic support services to young women survivors of sexual violence. The Sexual Assault Program team achieves this through the provision of individual counselling and support, support groups, community education on the nature and dynamics of sexual assault, and the development of professional training resources on issues relating to responding appropriately to young women survivors.

## **POSITION OBJECTIVE**

The primary objective of the Victim Assistance – Advocacy and Support Worker position is to work collaboratively to deliver high-quality, ethical, responsive, specialist sexual assault support services to young women survivors of sexual violence. This position will provide advocacy and planned support to young women who may be eligible for financial assistance, to prepare their applications for financial assistance through Victims Assist Queensland (VAQ), or other similar assistance programs interstate where relevant.

This position will ensure flexible service delivery at the Camp Hill, Nundah and Richlands service sites to young women who are eligible to apply for financial assistance through VAQ; and outreach assistance through some mobile outreach services as may be required.

All employees are required to work within the bounds set by the Zig Zag mission statement, philosophy and practice framework. All employees are required to implement and adhere to the guidance provided by Zig Zag policy and procedures.

## **PRIMARY DUTIES**

### **1. Information, Support and Referral**

- Provide appropriate and timely information, support and referral to young women who have experienced sexual violence; including information that will assist them to access and navigate medical, forensic, police and criminal justice systems, and other appropriate support services.
- Provide appropriate and timely information about VAQ to young women who have experienced sexual violence who may be eligible for financial assistance as a ‘victim of crime’.
- Provide appropriate and timely information, support and referral, where safe and appropriate, to young women’s primary supporters (e.g. parents, family members, carers, partners, etc.).

- Work collaboratively with First Nations’ services and community groups to provide information sessions that build relationships and cultural safety to support young women’s access to VAQ.

## **2. Planned Support and Advocacy**

- Provide culturally safe, brief planned support (case management) services including practical and emotional support and assistance to young women who have experienced sexual violence, to prepare and lodge their applications for financial assistance through VAQ, or other similar assistance programs interstate where relevant.
- Provide advocacy services to assist young women who have experienced sexual violence to access and navigate the application process for financial assistance from VAQ, or other similar assistance programs interstate.
- Work collaboratively with LawRight in the delivery of Zig Zag’s legal service to young women to ensure appropriate planned support (case management) for young women with complex legal matters including VAQ applications.
- Work collaboratively with relevant law firms, community legal centres, and other organisations where appropriate in assisting young women.
- Ensure accurate and contemporary knowledge of VAQ application procedures is maintained through participation in relevant training, and advise all staff of any changes.
- Ensure appropriate documentation and record keeping for all planned support work and advocacy services.
- Design and develop innovative, user-friendly information resources for young women.

## **3. Organisational and Team Participation**

Zig Zag is a feminist organisation that uses collaborative decision making processes. Many operational and service delivery-related decisions related to this position are made within the Zig Zag Sexual Assault Program Team. The Victim Assistance – Advocacy and Support Worker requires a high degree of skills in collaborative decision making, and will be accountable for all decisions made.

Each team member is expected to foster and maintain a supportive and open team environment through the consistent use of open and respectful communication. The following list identifies tasks that the Victim Assistance – Advocacy and Support Worker is expected to participate in with respect to the general operations of Zig Zag.

### **Organisational Participation at Zig Zag**

- Prioritisation of participation in staff meetings.
- Active participation in monthly internal supervision, and regular external supervision.
- Represent Zig Zag and its programs appropriately and professionally to the community.

- Advocate on behalf of Zig Zag as determined by the staff and/or Management Committee.
- Provide input into organisational systems and policy development.
- Participate in organisational planning, review and evaluation, including Strategic and Operational Planning.
- Participate in organisational team building activities as required.
- Where possible and appropriate be actively involved in project development including the acquisition of funds.

**Participation in the Zig Zag Sexual Assault Program Team**

- Active participation in team decision-making processes including case allocation, team meetings, and team group supervision;
- Active embracement of a team culture that is supportive, accountable, transparent and self-reflective, and that supports a high level of ethical practice;
- Attendance at relevant training as negotiated within the team and with your supervisor.
- Participation in the evaluation and documentation of the work undertaken;
- Provision of input into the development of funding body service agreements;
- Collection, and accurate reporting, of relevant performance data each quarter for the funding body, and completion of other reporting requirements including: monthly reports to the Zig Zag Management Committee and Program input into the development of an Annual Report;
- Undertaking the administration responsibilities relevant to your role within the organisation;
- Participate in relevant forums and networks in relation to issues relevant to the Program team;
- Provision of input into internal policies and systems as they relate to the work of Zig Zag to ensure best practice.

## **ESSENTIAL REQUIREMENTS**

1. Bachelor level qualifications in Social Work, Psychology, or the Social and Behavioural Sciences. Post-graduate qualifications will also be highly regarded.
2. A minimum of 2 years' experience in the provision of therapeutic counselling and support to women and/or young people affected by sexual violence, reflected in a high level of knowledge and skills in responding to the impacts of violent crime.
3. Current Driver's License and capacity to drive in the broader Brisbane region.
4. Commission for Children and Young People – Blue Card.

## **KEY SELECTION CRITERIA**

1. Describe your understanding of a feminist perspective and a gendered analysis in relation to sexual violence, including a broad knowledge of the social factors impacting on young women experiencing disadvantage and marginalisation.
2. Describe your knowledge of the criminal justice system for victims of crime in Queensland, including eligibility and access to financial assistance through Victims Assist Queensland.
3. Describe your practice framework in providing planned support and advocacy with young women who have experienced sexual violence in navigating complex medical, forensic, police, and criminal justice systems. Include approaches used to address complex trauma and multiple interrelated issues (e.g. homelessness, drug and alcohol issues, domestic violence) that may be experienced by young women.
4. Describe your experience in developing responses to meet the diverse needs of women affected by violent crime, including: First Nations young women, women with disabilities, and women from non-English speaking backgrounds, as identified in the *National Action Plan to Reduce Violence against Women and Their Children*.
5. Demonstrated experience in report writing with high level skills for preparing written submissions and applications.
6. High level interpersonal communication and self-reflection skills in contributing to collaborative team decision making processes. Provide examples of how you have worked effectively and efficiently as an autonomous worker and as part of a team in a complex work environment.