



<b>POSITION</b>	<b>DFV Coordinator</b>
<b>REPORTS TO</b>	<b>CEO</b>

## **Our Organisation**

Whitsunday Counselling and Support Inc has been providing compassionate support and advocacy to people impacted by domestic and family violence and sexual assault for over 30 years across the Whitsunday region. Our mission is to reduce the impact and incidence of domestic, family, and sexual violence through a broad range of evidence-informed programs, community initiatives, and preventative strategies.

We are the only dedicated Domestic and Family Violence service in the region, providing flexible, client-centred support to individuals, families, and children with diverse needs and circumstances. Our programs are designed to address the complexity of experiences, empower clients, and promote positive, lasting change and include, but are not limited to sexual violence programs, specialist counselling service, intensive family support, women's health and wellbeing program, court support, specialist family counselling, group programs and supported accommodation programs.

Our approach is grounded in respect, cultural safety, developmental appropriateness, and non-judgmental practice, ensuring all clients feel heard, supported, and empowered.

Our services are primarily funded by the Department of Families, Seniors, Disability Services and Child Safety, enabling us to deliver sustainable, high-quality support. By combining crisis intervention, therapeutic support, and preventative initiatives, Whitsunday Counselling and Support Inc plays a pivotal role in building safer, stronger families and communities throughout the Whitsunday region.

## **Position Overview**

The DFV Coordinator is responsible for the leadership, coordination, and performance of the Domestic and Family Violence service stream, including (as applicable within WCS structure):

- Domestic Family Violence Counselling (DV)
- Court Support Services
- High Risk Team (HRT)
- QPS Embedded Workers

The DFV Coordinator ensures services are delivered in line with contractual requirements, legislative requirements, best practice DFV frameworks, and organisational expectations.

This role provides operational and clinical leadership to DFV staff, while maintaining a reduced caseload. The position works closely with the CEO and senior leadership team to ensure strong performance, risk management, and continuous service improvement.

### **Coordinator Responsibilities**

- Provide individual counselling and case management to women who have experienced domestic and family violence, including coercive control, emotional abuse, physical violence, and sexual violence with a strong focus on supporting recovery from trauma-related impacts
- Provide line management and leadership to staff across DV, Court Support, HRT and QPS Embedded Worker Programs
- Lead the day-to-day coordination of DFV program service delivery across the region
- Facilitate allocation meetings to ensure effective distribution of cases, including high-risk matters
- Make informed operational and clinical decisions in collaboration with the CEO
- Provide regular internal supervision, debriefing, and performance management to staff
- Support a culture of accountability, collaboration, and trauma-informed practice
- Coordinate onboarding, induction, and upskilling of new staff
- Lead and participate in recruitment processes, including interviews and selection
- Support staff working with complex trauma, crisis, and high-risk DFV situations

### **Other Clinical Responsibilities**

- Maintain accurate, timely, and confidential clinical records in line with organisational policies, ethical standards, and legislative requirements
- Meet all mandatory reporting, privacy, and duty of care obligations
- Participate in professional supervision, reflective practice, and ongoing training
- Participate in coordinated responses that prioritise client safety and wellbeing
- Liaise and collaborate with government and non-government agencies to advocate for clients, enhance safety, and progress goals within confidentiality and information-sharing guidelines
- Maintain a caseload of complex and high-risk DFV clients

- Conduct comprehensive risk assessments including:
  - DFV risk and lethality assessment
  - Safety planning
  - Child safety and wellbeing considerations
- Deliver trauma-informed, evidence-based interventions
- Respond to crisis presentations and support immediate safety planning
- Provide clinical and practice guidance to staff managing high-risk clients
- Ensure alignment with:
  - DFV practice frameworks
  - Risk assessment and safety planning standards
  - Trauma-informed and culturally safe practice
- Represent WCS positively in stakeholder meetings and other activities as directed

#### **Service Delivery & Case Management Oversight**

- Ensure all service delivery is trauma-informed, culturally safe, and DFV best practice aligned
- Oversee client intake, assessment, case planning, and service delivery practices
- Ensure all clients receive appropriate support to reduce risk and improve family functioning in line with DV, High Risk Team, Court Support, and Embedded Worker program objectives
- Support staff in responding to complex or high-risk cases, including child protection and DFV matters
- Provide leadership in managing high-risk cases, including multi-agency
- Ensure consistent application of risk management and escalation processes
- Exercise delegated authority for operational and clinical decision-making within DFV programs

#### **Stakeholder Engagement & Sector Collaboration**

- Build and maintain strong relationships with:
  - Queensland Police Service
  - Courts and legal services
  - Child Safety
  - Health and community services
- Participate in high-risk teams, case conferencing, and interagency forums
- Advocate for client safety and access to services
- Represent WCS at external meetings and sector activities



## **Waitlist & Intake Management**

- Monitor demand and ensure prioritisation of high-risk clients
- Actively manage program waitlists
- Ensure timely access to services and appropriate prioritisation of referrals
- Provide weekly waitlist reports to the CEO
- Identify service demand trends and escalate capacity concerns

## **Performance, Reporting & Accountability**

- Develop and monitor KPIs and targets in consultation with the CEO
- Provide program data and service numbers to the CEO for P2i acquittals
- Provide case studies to support P2i acquittal requirements
- Monitor individual and team performance against funding and organisational requirements
- Ensure all administrative tasks, documentation, and reporting are completed accurately and on time
- Maintain quality assurance processes across all programs

## **Program, Contract & Compliance Management**

- Ensure all programs meet all contractual obligations and funding requirements
- Monitor compliance with DFV legislation and frameworks, privacy and information-sharing guidelines, WCS policy, and service guidelines
- Lead continuous improvement and audit readiness
- Identify, escalate, and manage service delivery risks

## **Financial & Resource Management**

- Manage and monitor the DFV team budget with finance team
- Ensure efficient and accountable use of resources
- Support planning, forecasting, and service sustainability

## **Leadership & Organisational Participation**

- Attend and actively contribute to Senior Leadership Team meetings (monthly)
- Participate in regular supervision
- Participate in regular management meetings with the CEO
- Provide regular internal supervision
- Contribute to organisational planning, service development, and strategic direction
- Support cross-program collaboration and integration

## **Organisational Responsibilities**

- Adhere to the Code of Conduct in a manner that is consistent with both its spirit and intent.
- Adhere to all organisational policies, procedures, standards, and practices.
- Act only in ways that advances WCS objectives, values, and reputation.
- Participate in meetings, community events, networking opportunities.
- Actively apply human rights legislation and child safe practices in all activities undertaken.
- Perform other duties, consistent with skills and experience, as directed by the reporting manager.

## **Essential Requirements**

- A university degree or above in Social Sciences, Social Work, Psychology or other related discipline
- Eligible for membership with AASW, APS or ACA (or currently working towards gaining membership) is desirable.
- Demonstrated experience (minimum 4–5 years) in DFV, crisis response, or trauma counselling
- Strong experience working with high-risk domestic and family violence cases
- Applicants must have a current Queensland Blue Card before commencing employment with Whitsunday Counselling and Support Inc.
- Current Queensland drivers' licence

## **Selection Criteria**

- Demonstrated experience leading or supervising teams in DFV, counselling, or crisis services



- Demonstrated ability to engage positively with clients experiencing DFV and have robust communication skills including with community members and stakeholders.
- Demonstrated experience providing supervision, coaching, and performance management
- Strong decision-making skills and ability to manage complex, high-risk situations
- Experience managing multiple programs, competing priorities, and reporting requirements
- High-level communication, stakeholder engagement, and leadership skills
- Commitment to trauma-informed, culturally safe, and client-centred practice
- The ability to undertake comprehensive risk analysis and assessments pertaining to high risk domestic violence situations.
- Demonstrate a commitment to building and fostering a workplace culture that is positive, empowering and promotes respectful relationships.

### **Work Environment**

Outlined below are the periods of hours generally worked; however, the CEO & WCS Management Committee reserve the right to vary these hours in order to meet the requirements of the business.

- Office hours operate between 9 am- 5 pm, ordinary business hours; however, at times, you will be required to work outside of the ordinary hours, between 8 am and 6 pm to best meet your service user's needs
- This position can be located at either the Cannonvale or Bowen office, and you will be required to work between both offices. A WCS vehicle is supplied for travel between the services
- Flexible working hours will be considered, and toil is available
- Salary sacrificing options are available which may greatly increase remuneration
- Probation period is 6 months
- Participate in the On-Call Roster

**Signed || Employee**

**Signed || CEO**

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_