

## Crisis Support Advocate – Flexi Worker

- **Flexible Hours**
- **Generous salary packaging available**
- **Position based in North Melbourne**

This is an outstanding opportunity to make a real difference at the centre of the biggest changes in the family violence sector in Australia's history. You will be working in a feminist organisation with supportive and friendly colleagues and managers that are committed both to ending family violence and your ongoing development.

### What are the hours?

- Work a minimum of 45.6 hours up to 76hrs per fortnight (including weekdays & weekends)
- Flexi Workers need to be available for work 24 hours a day 7 days a week
- Flexi Workers will be given at least a 2 week notification of their hours of work

### Key Responsibilities:

- Provide a telephone crisis response and support service to women and children who have experienced domestic or family violence
- Assist women to determine their options, identify relevant service pathways and advocate for required support
- Respond to domestic/family violence as criminal acts against women and children
- Complete required data capture and case notes
- Contribute ideas and feedback in the ongoing quality improvement process at **safe steps**.

### Essential Criteria:

- Tertiary qualifications in a community/social service profession and/or experience in the field of violence against women, human rights, social justice, law reform or general advocacy
- Demonstrated understanding of feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women and children.
- Understanding of cultural and language barriers, disability and other factors that may further marginalise women and children in crisis
- Demonstrated ability to undertake comprehensive assessments and facilitate clients to make decisions on an informed basis
- Excellent communication, interpersonal and negotiation skills
- Demonstrated capacity to work independently as well as part of a team
- Ability to deal appropriately with stress, maintain composure and effective engagement with clients in crisis
- Experience or demonstrated commitment to 24 hour service delivery and the ability to work rostered business hours and after hours shifts
- Capacity for self-motivation, ability to cope with changing work functions, workloads and tasks
- Willingness to commit to the living expression of **safe steps** values; non-violent, empowering, feminist, ethical and respectful, collaborative, authoritative and evidence-based.

**safe steps** is exempt from the provisions of the Equal Opportunity Act 2010 which would otherwise require the **safe steps** is exempt from the provisions of the Equal Opportunity Act 2010 which would otherwise require the appointment to this position to be on a non-gender specific basis. Applications for this position will be considered from women only (Exemption H42/2017).

All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.

Apply for this position by submitting your CV to [careers@safesteps.org.au](mailto:careers@safesteps.org.au), **indicating your availability in the cover letter.**