



Tennant Creek Women's Refuge

Support, accommodation and protection for women and children
(08) 8962 1940

INFORMATION PACK

EXECUTIVE OFFICER JANUARY 2021

About TCWR

<https://tcwr.org.au/>

Incorporated in 1989, Tennant Creek Women's Refuge (TCWR) is the only DFV specialised Crisis Accommodation Service in the Barkly region; and is committed to hearing the voices of women and children and providing holistic support that includes trauma-informed accommodation, education, counselling and advocacy to families at risk of or experiencing violence. TCWR works in partnership with community members and organisations to address community identified priorities.

With a staff team of 11 and funding of approximately \$1.3M per year, TCWR is currently funded to provide the following services:

- Crisis Accommodation, support, referrals, case management and outreach – for any women and their children who are victims of or at risk of domestic or family violence.
- Domestic Violence Counselling Service including Community Education – for any women.
- Critical Intervention Outreach Service – outreach support and case management for Indigenous Women at risk of DFV and their children – who are in Community.

TCWR's clients are predominantly Aboriginal women and their children (98%) - many of whom have been child clients themselves and or their mothers and grandmothers have been victims of violence. Where possible, TCWR employs local indigenous workers who can provide support on site or through an outreach approach and have a wealth of local community knowledge and established networks.

TCWR provides comprehensive (wrap around) trauma informed case management, counselling, support and referrals for our clients to meet their complex needs. ER Funding is used for clients in crisis and is often required for women and children to meet their basic needs for food and power – our most common requests. It is also used for transport (bus tickets) to relocate clients to other towns where they may have more support, help them access hostel accommodation or to start a new life away from violent partners.

Barkly Region - Current Situation

Tennant Creek as a service town for the region is generally well resourced, with a large police presence, a high school proactive in the area of DFSV, a large Aboriginal health corporation running social and emotional programs, specialist DFV legal services as well as other large non-profits delivering community and well-being services. TCWR is a respected, functional women's refuge servicing the area.

A number of initiatives have occurred in Barkly Region which will support change and development processes in the region, including for TCWR.

The Barkly Regional Deal was signed in 2019 - a 10 year \$78.4 million commitment between the Australian Government, the Northern Territory Government and the Barkly Regional Council. The Barkly Regional Deal aims to improve the productivity and liveability of the Barkly region by stimulating economic growth and improving social outcomes, including reducing overcrowding and improving child safety.

In 2019, Territory Families commissioned a detailed review of the domestic, family and sexual violence service system of the Barkly and Big Rivers regions, which was informed by a review of TCWR the previous year. This system review resulted in a number of recommendations, which have begun to be implemented. This includes the establishment of Regional DFSV co-ordination unit and appointment of a Co-ordinator, who is based in Tennant Creek, and will be a key liaison resource for the incoming Executive Officer.

TCWR - Under Administration

TCWR is currently under administration and is operating under the supervision of Territory Families. Following a period of disjointed leadership, an independent auditor was appointed and as a result the organisation entered administration. The Board has been dissolved and a number of alternatives are being explored to enable it to best meet its mission and vision into the future in the Barkly region.

A capable Services Manager has been appointed (short term contract) to oversee day to day operations and strong positive relationships exist to support the organisation to implement new cooperative approaches to resources and skill sharing to best deliver this essential service to the Barkly region.

About the Position

This role is a great leadership opportunity for a seasoned community services executive to deliver transformative, well supported change to an essential service; and lead the organisation out of administration.

While stabilising day to day operations and financial management, the successful candidate will work closely with government, sector and advisory bodies to identify and implement collaborative arrangements and other initiatives that will strengthen service delivery and support to meet the needs of women and their children experiencing all forms of violence.

Key aspects of the role will include stabilising and supporting staff, careful implementation of practice improvements and ensuring that sound financial management procedures are followed. Alongside the larger change agenda, attention to day to day detail and administration will be important.

This is a fixed term 12 month contract with scope to extend.

About You

We are seeking an experienced senior executive with significant community services experience, ideally in the DFV sector, who has demonstrated capacity for stabilising an organisation and a collaborative approach to leading organisational and sector change. Your capacity to support and strengthen a team and facilitate practice and administrative improvement will be essential.

In addition to well-developed strategic and communication skills and practical hands-on management capability, you will have a good understanding of the dynamics and issues of domestic and family violence for aboriginal women and their children. Knowledge and understanding of Indigenous issues and culture and the ability to communicate effectively with Aboriginal people is important to the role.

Ideally, you will have experience working in remote communities and their complexities; and you will take a consultative, culturally appropriate approach to bring real value to this role.

An appealing salary package is on offer that includes private use of a vehicle and phone, 6 weeks annual leave, rental and relocation assistance and salary sacrifice opportunities.

For more information about TCWR, see: www.tcwr.org.au

Aboriginal and Torres Strait Islander people are encouraged to apply. Due to the nature of the role, only female applicants are eligible.

About the Benefits

Total value of the package is circa \$140,000, excluding salary sacrifice benefits which are subject to the personal circumstances of the successful candidate.

- Base salary \$110,531
- 9.5% superannuation
- Six weeks Annual Leave
- Reasonable relocation costs (to be agreed)
- Salary Sacrificing is available for this position
- Reasonable personal use of work vehicle and work phone
- Rental assistance to be negotiated subject to the needs of the successful candidate (i.e. single / couple or with family). A one bedroom furnished apartment is available for singles/ couples; for a family arrangements will be discussed.

The successful candidate will also benefit from an extensive and supportive professional and sector network in the NT.

HOW TO APPLY

To apply, please send your application by email to kate.horsey@mobct.com.au or apply via the relevant jobs site. Your application should include:

- A cover letter highlighting what you can bring to this role (maximum 2 pages)
- Your current CV

*(Note there is **no requirement** to respond to selection criteria at this stage of the recruiting process. Shortlisted candidates will be required to provide referee details, including a current or immediate past direct manager.)*

Applications close: midnight **Sunday 17 January 2021**; however we encourage you to express your interest as soon as possible. Applications will be reviewed as they are received and initial interviews will be conducted via phone or video conferencing.

Enquiries: Kate Horsey Matrix Consulting and Training
E-mail: kate.horsey@mobct.com.au
Ph: 08 8985 1728

Please note Matrix's office is closed until 4 January; however phone and email will be monitored intermittently.

Background

The Context - DFV in the Barkly

The Barkly is characterised by a highly mobile population and overcrowded accommodation. There has been no new public housing built in 30 years and wait lists are many years long even on priority. The demographics of the Barkly are that 60% of our population is Aboriginal and 25% of our population under the age of 17.

Culturally appropriate prevention and early intervention programs are required to ensure that children have the best chance of meeting their developmental needs at the most critical early years; and are vital to the future health of this community. We are seeing the results of years of neglect, abuse and exposure to violence – manifested in behavioural problems and violence in our childcare, primary school and high school aged students and an over representation of indigenous youth in the criminal Justice System.

Ongoing exposure of children to violence perpetuates the intergenerational cycle of violence and abuse that has become normalized here in the Barkly Region. In the context of the Refuge most child clients have been witness to Domestic and Family Violence and it has become all too evident that to change the cycle we must have workers who are dedicated, trained and prepared to work intensively with these clients and their family to provide better support and services tailored to their needs.

This work is not easy and requires intensive support to mothers to ensure that children overcome the barriers of trauma, itinerant lifestyles, neglected medical needs, poor diet and hygiene and disengagement with education. On top of this many children may have developmental and behavioural issues caused by exposure to violence, FASD and general lack of bonding and trusting relationships from birth.

About Tennant Creek

Tennant Creek, with a population of 3,500 people, is the only town of any size in the centre of the Northern Territory. It lies on the Stuart Highway 510 kms north of Alice Springs and 670 kms south of Katherine. The Barkly Region, which it serves, is a huge expanse of 240,000 square kms between the tropical 'Top End' and the arid 'Red Centre'. It is roughly the same size as the U.K. or New Zealand, and consists largely of open grass plains with scattered cattle stations, mines and aboriginal communities.

As it is a regional centre, it is a centre for government services and local business and also has a developing tourist centre to complement its friendly relaxed lifestyle. The people of Tennant Creek enjoy a modern town with shops and a supermarket, accommodation, bars, clubs and restaurants, a regional hospital and schools. Facilities include reserves, sporting venues, galleries, a civic hall and library.

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Executive Officer

Position title	TCWR Executive Officer
Work location	Tennant Creek, Northern Territory
Pay Guide	Base salary above award – approx. \$110,531 Total package approx \$140,000 including rental assistance and relocation (excluding salary sacrifice)
Last reviewed	December 2020

Overview of the Tennant Creek Women's Refuge Inc.

The Tennant Creek Women's Refuge (TCWR) is a not-for-profit, specialist non-government organisation committed to assisting and enabling women and children experiencing domestic and family violence in Tennant Creek and the Barkly to be safe, recover and thrive.

The Tennant Creek Women's Refuge was incorporated on 26 April 1989 and continues to provide the necessary services and supports 365 days of the year, 24 hours a day to meet its vision: that all women and children in the Barkly Region live free from domestic and family violence and its consequences.

Our Vision: A safe community with strong families living free from violence.

Our Mission: The Tennant Creek Women's Refuge is committed to hearing the voices of women and children and providing holistic supports that include safe accommodation, risk assessment and management, education, counselling and advocacy to women and their children at risk of or experiencing violence.

Our Values: People, Performance, Principles, Passion. The service comprises 24/7 crisis-accommodation, outreach services and counselling and community education. <https://tcwr.org.au/>

The Role

The Northern Territory Government is looking for an experienced and strategic leader, who will be able to strengthen the Tennant Creek Women's Refuge and Outreach Service to provide quality safety services to women and their children across the Barkly Region.

The Executive Officer will lead the day-to-day operations of the TCWR in accordance with its mission, vision and values, and in accordance with the TCWR Strategic Plan 2019-2023 and the Northern Territory's Domestic, Family and Sexual Violence Reduction Framework 2018-2028. The Executive Officer will focus on embedding policies and practices that support the service to meet its contractual agreements.

See <https://territoryfamilies.nt.gov.au/dfv>
https://tcwr.org.au/wp-content/uploads/2019/11/TCWR-Strategic_Plan-A5-final_compressed.pdf

Key Responsibilities:

Strategy and Leadership

- Provide strong, clear strategic leadership to the organisation, including sensitive change management, practice improvement and development of service delivery.

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- Demonstrate strong sector leadership, service collaboration and strategic relationships in the region for positive outcomes for women and their children.
- Work with the Northern Territory Government to implement the Risk Assessment Management Framework and Common Risk Assessment Tool and regional strategies to support an integrated approach across the Barkly region.
- Work closely with the Barkly Domestic, Family and Sexual Violence Regional Coordinator based in the Department of the Chief Minister and Cabinet in Tennant Creek; and other services across the region.

Operations

- Strategic oversight all aspects of program and service delivery in accordance with agreed performance indicators and contract requirements. Overseeing the delivery of a client-led, trauma-informed and evidence-based practice within a culturally safe, fair and confident workplace.
- Driving continuous improvements in operations and service delivery practices, systems and processes through ongoing feedback and evaluation mechanisms.
- Work according to the TCWR's Work Health and Safety policy, taking reasonable care for your own health and safety as well as the health and safety of others who may be affected by your acts and omissions in the workplace.

People

- Lead, motivate and support staff to advance employee engagement and development.
- Strategic recruitment and workforce development, including supporting the development of staff skills and capabilities so that they can fulfil their current and/or future assigned responsibilities.
- Demonstrating strong culturally safe practices, including reinforcement of cultural recognition in service delivery.

Financial and Compliance

- Strategic oversight of the financial management and reporting of the organisation; maintaining strong financial performance and cost effective and sustainable use of the organisation's resources.
- Funding and grant management, including compliance reporting to meet funding agreement objectives; and maintaining positive and strategic relationships with funding entities and allied sponsors.
- Foster and promote good governance and ethical practices including legislative and contractual compliance.
- Within a quality management framework implement policies, procedures, practices and protocols including risk assessment and management, code of conduct, fraud prevention, due diligence and conflict of interest.

The role will be working closely with the Barkly Domestic, Family and Sexual Violence Regional Coordinator based in the Department of the Chief Minister and Cabinet in Tennant Creek and other services across the region.

Key Selection Criteria

1. Demonstrated experience as a Chief Executive Officer, Manager or Executive of a similar organisation, and /or in a statutory community service role; preferably with experience in the DFV sector.
2. Experience in orchestrating and leading change and innovative solutions through an advocacy lens, working co-operatively with sector, advisory and governing bodies
3. Experience within a complex community service environment, ideally including working in a remote location
4. Well-developed operational knowledge of service and program delivery of residential accommodation, therapeutic and trauma informed services and a sound understanding of the dynamics/issues of domestic and family violence, in particular with regard to Aboriginal women, their children, kinship relationships and familial obligations.
5. Effective people leadership and workforce development capabilities.
6. Experience and capability in financial management including grant management and compliance reporting.
7. Sound strategic, conceptual and analytical skills, a high level written and oral communication skills, and computer literacy with a good working knowledge of the Microsoft suite.

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8. Tertiary qualifications in a human and or social science degree such as Bachelor of Social Work/Social Sciences/Psychology or Community Services are expected; and Business Management qualifications would be well regarded.

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Other

Shortlisted candidates will be requested to provide contact information for 3 professional referees, at least one of which must be a current or immediate past direct manager.

Some travel will be required, including working off-site from time to time.

All staff are required to:

- hold or be prepared to obtain
 - o a valid Driver's Licence
 - o a current Working with Children Check
 - o a First Aid and/or CPR Certificate or the preparedness to gain one; and
- undergo a Police Clearance Check
- adhere to the organisation's Code of Conduct.