



Domestic and Family Violence (DFV) Specialist Worker / Case Management Worker Sydney Women's Domestic Violence Court Advocacy Service

Dear Applicant,

Thank you for your interest in the Domestic and Family Violence Specialist Worker / Case Management Worker position with Sydney Women's Domestic Violence Court Advocacy Service (SYDNEY WDV CAS). This package encloses the information you require to apply for the position.

Our Organisation

Justice Support Centre is a not-for-profit community legal centre.

Our legal services include information, advice and legal representation for people in South West Sydney whose access to justice is denied or constrained and include specialised legal services for victim-survivors of DFV.

Our DFV services include court support and advocacy, safety planning, case management and financial counselling.

Both the legal and DFV teams offer tailored training and workshops to community members and community organisations.

We give our clients the guidance, legal advice, support services and strength they need to claim their rights, know their options and choose their next steps.

About the role

The WDV CAS Caseworker provides case management support to WDV CAS clients who have been assessed as having complex and serious needs which are impacting on their ability to keep safe and that therefore would benefit from intensive support.

DFV Specialist Workers work closely with their colleagues to provide an effective and streamlined service that assists women experiencing DFV with threat assessment and safety planning, case coordination, case management, information, hearing support and court advocacy. Successful applicants will have strong interpersonal and organisational skills and understanding of the criminal justice response to domestic and family violence, including AVO applications criminal prosecutions and related legal matters such as family law, care and protection, and migration and victim's compensation issues.

Applicants must have a commitment to empowering women and children affected by DFV, an understanding or willingness to learn the principles of a trauma-informed approach to service delivery, have demonstrated ability to engage effectively with clients from culturally and linguistically diverse backgrounds and have demonstrated ability to engage effectively with clients in crisis. Proficiency in a language other than English is desirable.

This position is open to female applicants only. Justice Support Centre considers being a

woman to be a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW). Aboriginal and Torres Strait Islander women are strongly encouraged to apply.

Applicants from Aboriginal or Torres Strait Islander backgrounds are strongly encouraged to apply.

The preferred applicant will be required to undergo a Working with Children Check and a National Criminal Records Check.

Please see the **position description** and the **essential and desirable criteria** further down in this document.

HOW TO APPLY

1. Read the Position Description and Essential and Desirable Criteria below.
2. Your application should include a covering letter, a resume and an additional document addressing the Essential and Desirable criteria.

The covering letter needs to state:

- The position you are applying
- Your current contact details; and

Your resume should detail:

- your employment history including dates and a brief statement of duties for previous roles; and
- your education history.

Your additional document should clearly explain:

- how your skills and experience meet each listed criteria.
- Applications that do not address **ALL the Essential Criteria** will not be considered.

You should also ensure you are able to later provide contact details for two professional referees (at least one current or previous line manager).

3. Please apply online and be sure to attach your cover letter addressing the selection criteria along with your resume.

CLOSING DATE: Applications are open and will be reviewed progressively

CONTACT PERSON: Enquiries about the role should be emailed to Janice Waring, Manager SYD WDVCS Justice Support Centre
janice@justicesupportcentre.org.au

POSITION DESCRIPTION

Position:	Domestic and Family Violence Specialist Worker / Case Management Worker
Status:	12-month fixed term contract (35 hpw)
Accountable:	Manager, Sydney WDV CAS
Classification:	SCHCADS Level 5
Location:	Downing Centre office, Newtown and Waverley courts

The Domestic and Family Violence Specialist Worker assists the Manager in the overall administration and coordination of the Sydney WDV CAS responsibilities. The Domestic and Family Violence Specialist Worker works in partnership with the Safety Action Meeting Co-ordinator and other WDV CAS workers to provide clients with an effective, streamlined service.

The WDV CAS Caseworker provides case management support to WDV CAS clients who have been assessed as having complex and serious needs which are impacting on their ability to keep safe and that therefore would benefit from intensive support.

Principle Duties

The work includes, but is not limited to, the following duties:

- accepting electronic referrals from the Central Referral Point as well as telephone and paper referrals from government agencies and non-government services
- contacting clients referred to the Local Coordination Point in a timely and appropriate manner to offer a service
- conducting a threat assessment with clients to ascertain current risk status
- risk assessment, using the DVSAT, and safety planning with clients
- liaising with the Safety Action Meeting Co-ordinator regarding clients at serious threat to ensure these clients are placed on the agenda for the next Safety Action Meeting and preparing relevant client information for Safety Action Meetings and attendance at SAMs and court to support case managed clients as required
- providing relevant and appropriate information in making warm referrals to a range of service providers to assist clients with their ongoing needs
- liaising with clients in relation to safety action plans developed at Safety Action Meetings and / or appropriate support provided, or arranged, by the Local Coordination Point
- attending court on AVO list days and other days as required, in particular; mentions, hearings, prosecutor hearing clinics etc to provide information, assistance, referrals and court advocacy for Sydney WDV CAS clients, as directed by the Manager or the Assistant Manager in liaison with the SAM Coordinator
- ensuring women have access to appropriate legal representation for Apprehended Domestic Violence Orders (ADVO) matters as required i.e. private ADVO applications
- ensuring the safety of Sydney WDV CAS clients at court by advocating on their behalf with court staff and Sherriff Officers to assist them into and out of court. Obtaining copies of orders and other notices from the court staff on behalf of Sydney WDV CAS clients, as required
- assisting the Safety Action Meeting Coordinator to develop and administer policies, systems and processes for the effective operation of the Local Coordination Point and the Safety Action Meeting
- developing and maintaining strong working relationships with key WDV CAS partners including NSW Police Force, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services
- complying with the Safety Action Meeting Practice Manual and the Domestic and

- Family Violence Information Sharing Protocol as well as the WDVCAP policy manual
- fulfilling data entry and reporting requirements for the WDVCAP Database and the Central Referral Point in line with the WDVCAS Service Agreement and the WDVCAP Principles, Policies and Standards as needed
- complete all necessary training as outlined in the WDVCAS service agreement and the WDVCAS Policy and procedure manual
- independently initiate, develop, prioritise and review case plans for WDVCAS clients
- provide trauma informed support, safety assessments, high level expert advice and appropriate referrals for clients in crisis
- intake meetings with the Manager or Assistant Managers who are responsible for referral of WDVCAS clients into case management
- use safety assessments and processes and guidance from the Manager to have safe meetings with clients away from the WDVCAS office when required
- undertake tasks at the direction of the WDVCAS Manager
- undertake internal and external supervision
- attendance at relevant community meetings and interagency events as directed by the Manager to work with local communities and services to promote awareness of domestic and family violence and WDVCAS services.

General Duties

- adhere to all Justice Support Centre policies, procedures, principles and service standards
- be familiar and comply with all administrative, WHS and Human Resources procedures and processes relevant to your position
- undertake training and professional development to develop and maintain skills and qualifications necessary to effectively fulfil your position and as directed
- adhere to and work within codes of practice relevant to your role, position in the community and community sector
- maintain client and organisational privacy and confidentiality
- attend and contribute to regular team/staff meetings and planning activities as required
- actively and constructively participate in performance reviews
- promote Justice Support Centre in a positive manner at all times
- encourage and maintain an atmosphere of harmony in the workplace by promoting and observing ethical practices, professionalism and teamwork
- work collaboratively with other team members by sharing skills, resources, projects and ideas
- participate in staff development opportunities
- maintain a working familiarity with office equipment required within the position
- other duties as requested by the Manager that are within the scope of this position.

ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

- tertiary qualifications and/or experience in social work and/or community services
- demonstrated understanding of the dynamics, complexities and legal and social welfare consequences of domestic violence
- demonstrated understanding of the criminal justice response to domestic violence including Apprehended Domestic Violence Order (ADVO) applications and criminal prosecutions and related legal matters such as family law, care and protection, migration and victim's compensation issues

- demonstrated experience in case management and understanding of working with people who are impacted by trauma and related issues
- demonstrated understanding of intersectionality between social issues and domestic and family violence, in particular the barriers that women may face when leaving violence including women with disabilities, Aboriginal and Torres Strait Islander people, people from multicultural backgrounds and members of the LGBTQI community
- demonstrated ability to establish and maintain professional working relationships with key stakeholders in the local area
- demonstrated understanding of the particular needs of and challenges faced by clients from diverse communities, especially Aboriginal and Torres Strait Islander clients and clients from linguistically and culturally diverse backgrounds
- demonstrated ability to engage effectively with clients in crisis and provide appropriate, trauma-informed support
- ability to deliver services in accordance with policies, principles and other operational documents
- excellent communication skills, particularly in negotiation, advocacy and conflict resolution
- ability to work effectively with interpreter services and other support services for victims with specific needs
- excellent organisational and administrative skills including ability to undertake all your own word-processing as well as clerical and administrative duties for your role
- basic IT skills.

Desirable Criteria

- fluency in a community language other than English
- sound knowledge of the Sydney CBD, Eastern Suburbs, Inner West and its community services network.

Accountability

Ultimately to the WDVCS Manager and as directed, also accountable to the Assistant Managers.