



Information for Applicants

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| Position: | SHLV Aboriginal Domestic and Family Violence Caseworker |
| Employment Basis: | Permanent Part-Time |
| Ordinary Hours: | Days and Hours of work negotiable |
| Award: | SCHCADS Award; |
| Classification: | Social and Community Services Employee - Level 4 |

To apply, please provide:

- a cover letter, addressing all of the “selection criteria” outlined at the end of the attached Position Description;
- an up-to-date resume;
- contact details for two recent employment referees, one from a current or previous supervisor;
- your NSW Working With Children Check number and date of birth (for verification purposes);
- a recent Criminal Record Check if available.

Applications should be emailed to employment@warrina.org.au with the subject heading ‘SHLV Aboriginal DFV Caseworker’.



Position Description

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| Position: | SHLV Aboriginal Domestic and Family Violence Caseworker |
| Reports to: | SHLV Team Leader |
| Award: | Social, Community, Home Care and Disability Services Industry Award 2010 |
| Classification: | Social and Community Services Employee; Level 4 |
| Hours of Work: | As per the Contract of Employment |

Position Context:

Warrina Domestic & Family Violence Specialist Services Co-operative Ltd (Warrina) is a not-for-profit organisation providing a range of support services for women and children who are experiencing domestic and family violence.

The *Staying Home Leaving Violence* (SHLV) program is funded by Department of Communities and Justice. The SHLV supports women and dependent children to remain in their homes after ending a violent relationship; providing case management and implementing physical security measures.

Warrina also manages the *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women*, a Specialist Homelessness Services (including Women and Children's refuge and outreach); the '*Coffs-Clarence Women's Domestic Violence Court Advocacy Service*', covering Coffs Harbour, Grafton and Maclean Local Courts, and including the Local Co-ordination Point for the Coffs-Clarence Local Area Command, the Family Advocacy and Support Service, and case management services; and the *Safer Futures* program, delivering Men's Behaviour Change Program.

Purpose and Function:

The aim of the Staying Home Leaving Violence program is to provide confidential, culturally and individually sensitive services including:

- Focus on early intervention and prevention principles to prevent homelessness, assist women and children to remain safely in the home, and enable women and children to experience long-term stability in housing, income, employment, education, and social support networks;
- Operate within a comprehensive risk management framework that enables women and children affected by domestic and family violence to remain safely in their home of choice;
- Provide community development and education activities to key stakeholders;
- Facilitate relationships with key stakeholders to maximise outcomes for women and their children.

The SHLV Aboriginal Domestic & Family Violence Caseworker is responsible for assisting in the operation of the SHLV, and for the provision of high quality services to its clients.

All staff are required to work collaboratively and within a feminist framework. This position requires an understanding of the gendered nature of domestic and family violence and the impact of exposure to domestic and family violence on children.

Core Responsibilities:

- Deliver specialist support to Aboriginal women and their dependent children of the service;
- Deliver case management services to clients with complex needs according to service specifications;
- Assist to develop and maintain links with relevant service providers and the community;
- Assist with the administrative requirements of the service.

Specialist Support to Aboriginal Clients

- Establish and maintain partnerships with key stakeholders in the local Aboriginal communities, including Elders, Aboriginal services and Aboriginal community-controlled organisations, coordinate case management and foster positive outcomes for Aboriginal women and their children who have experienced domestic violence.
- Provide information to other staff about the needs of Aboriginal women and children.

Case Management

- Facilitate a service model to support women (and their children) to safely remain in the home of their choice following domestic or family violence;
- Assess referrals and complete client intake assessments in a timely fashion. Ensure risk assessments are performed for each client as required;
- Work with clients within a trauma-informed framework;
- Work with clients within a case-management framework. Ensure case plans are developed, monitored and updated for each client on a regular basis;
- Implement safety planning and strategies including provision of personal and home security devices;
- Ensure any child protection concerns or disclosures are reported as soon as possible (and, where appropriate, with the mother's participation) to the child protection helpline.
- Promote independence, assertiveness and self-determination for clients. Encourage creative problem-solving and conflict resolution;
- Foster parent effectiveness skills, and provide support and care to children according to service procedures;
- Refer clients to relevant and appropriate services, including financial, health, housing, legal, and children's services. Work co-operatively and collaboratively with other service providers to improve outcomes for clients, and advocate on behalf of clients as appropriate;
- Identify and prioritise client groups currently unable to access support options and develop a clear understanding of client needs;
- Develop and maintain referral pathways and protocols.

Community Engagement

- Facilitate, and maintain networks (under formal or informal partnership agreements) with key government and non-government organisations as identified.
- Initiate and participate in service co-ordination activities with other agencies to maximise the service options and outcomes for clients;
- Deliver community education and engagement activities that support pathways for clients with complex needs and raise awareness of the impact of domestic and family violence in the community;
- Collaborate with sector stakeholders to create positive change for women and children;
- Represent the service at relevant meetings, forums and seminars as requested by the SHLV Team Leader.

Office Management and Administration

- Ensure that all client data and record keeping systems are utilised effectively and accurately;
- Approve expenditure according to organisational policy. Monitor and record client income as required. Submit accounts to the Financial Administrator in a timely fashion.

General Responsibilities:

- Maintain an understanding of relevant legislation, funding guidelines and policies, including those relating to domestic and family violence, child protection and privacy. Maintain familiarity with current policies, guidelines, research, and other resources, as they relate to the service;
- Comply with organisational policies and procedures;
- Prioritise workload and meet deadlines;
- Monitor and actively manage work and personal stress, to promote personal well-being in the workplace;
- Proactively engage in supervision and performance appraisals;

- Participate in staff meetings and staff development activities;
- Communicate effectively with other staff, clients, management, other service providers and the community;
- Produce reports and documents as directed;
- Other duties consistent with the position, as required by the SHLV Team Leader.

Key Accountabilities:

- Demonstrate ability to engage effectively with Aboriginal communities, and to address the barriers confronting Aboriginal Women and their children in relation to domestic and family violence:
- Demonstrate skills in early intervention and prevention, case management, advocacy, and community development;
- Demonstrate self-direction and initiative;
- Model professional boundaries and ethical standards in interactions with clients, staff and service providers;
- Engage with women from diverse backgrounds and their communities.

Organisational Relationships:

- Board of Directors;
- CEO;
- Operations Manager;
- SHLV Team Leader
- SHLV Service Staff;
- Corporate Services Manager & Staff;
- Other staff of the organisation.

Other Relationships:

- Clients of SHLV
- Government and community service providers;
- Other service providers;
- Funding body.

Physical Demands and Work Environment:

- Due to the nature of the service, there is an inherent risk of violence in the work environment. Organisational policies and procedures are in place to manage the risk to workers and clients.
- The position requires travel between the office and other locations on a frequent basis as a normal part of duties.

Conditions of Employment:

The conditions of employment are those that apply under the Social, Community, Home Care and Disability Services Award 2010, the National Employment Standards, and the Contract of Employment.

Selection Criteria:

The organisation considers that being female is a genuine occupational qualification under Section 31 of the Anti-Discrimination Act 1977 (NSW).

This position is an identified Aboriginal position, and as such, being Aboriginal is a genuine occupational qualification of race under Section 14 of the Anti-Discrimination Act 1977 (NSW).

Essential Criteria

- Experience in case management and relevant tertiary qualifications in community welfare/social science or willingness and ability to obtain a Certificate IV in Case Management within 18 months of employment;
- Knowledge and understanding of the issues impacting on women and children experiencing domestic and family violence;
- Ability to engage with Aboriginal women, children and their communities;
- Ability to address the barriers confronting Aboriginal women and their children in relation to domestic and family violence;
- Demonstrated skills in crisis intervention, early intervention and prevention, case management and advocacy;
- Demonstrated ability to model professional boundaries and interactions with clients, staff and service providers;
- Understanding of child protection legislation and experience in mandatory reporting;
- Working knowledge of the community sector and referring agencies;
- Ability to deliver services in accordance with organisational policies and procedures;
- Knowledge and understanding of privacy and confidentiality issues;
- Good written and oral communication skills;
- Good understanding of computers and information technology;
- Ability to pass the Working with Children Check and Criminal Record Check;
- Current NSW driver's licence;

Desirable Criteria

- Experience with or an understanding of undertaking home security upgrades and technology facilitated abuse