

Information for Applicants

Position: **Domestic and Family Violence Specialist Worker – Court Advocacy**

AWARD: Social, Community, Home Care and Disability Services Industry Award 2010

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



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Position Description

Position:	Domestic and Family Violence Specialist Worker
Reports to:	WDVCAS Manager
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.

Warrina also manages the *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women* - a Specialist Homelessness Service incorporating the Women and Children's Refuge and outreach services; the Coffs-Clarence *Women's Domestic Violence Court Advocacy Service*; *Fixed Address* program - a case management service for men who use violence; *Engage 2 Change* - Men's Behaviour Change group and Community Education; and the *Staying Home Leaving Violence* program in Coffs Harbour.

The Coffs-Clarence Women's Domestic Violence Court Advocacy Service (Coffs-Clarence WDVCAS) is funded by Legal Aid NSW and auspiced by Warrina. The WDVCAS provides information, referral, advocacy and support to women and children who are experiencing domestic violence. The WDVCAS covers Coffs Harbour, Grafton and Maclean Local Courts, and includes the Local Co-ordination Point for the Coffs-Clarence Local Area Command; The WDVCAS is also funded by the Commonwealth Government for the Family Advocacy Support Service (FASS) to provide support to women in relation to the Family Law matters.

The Coffs-Clarence WDVCAS employs a team of 13 workers in full-time and part-time positions. Staff operate from the head office in Coffs Harbour or from an outreach office in Grafton.

Purpose and Function:

The Coffs-Clarence WDVCAS provide women experiencing domestic and family violence with threat assessment and safety planning, case coordination, information and court advocacy. The Coffs-Clarence WDVCAS also coordinate and provide secretariat support for Safety Action Meetings (SAMs) in Coffs Harbour and Grafton.

The Domestic and Family Violence (D&FV) Specialist Worker is responsible for:

- Accepting electronic referrals from the DFV Connect platform and non-electronic referrals direct from the government agencies and non-government services;
- Contacting clients referred to the WDVCAS in a timely manner, conducting a threat assessment to ascertain their current risk status and undertaking safety planning to address a client's immediate safety needs;
- Liaising with the SAMS Coordinator to ensure all clients assessed at "Serious Threat" are placed on the agenda for the next SAMS when necessary;
- Providing relevant information and making warm referrals to a range of service providers to assist clients with their on-going needs, such as counselling, legal advice and representation, accommodation and court advocacy;
- Facilitate clients access to relevant services, including, but not limited to; legal, health, housing, financial, children's services and Victims Services;
- Liaising with clients in relation to Safety Action Plans developed at SAMS and /or support provided, or arranged, by the WDVCAS;
- Engaging in community development activities;

- Attending court on ADVO list days and other days as required to provide information, assistance and court advocacy for WDVCS clients;
- Working collaboratively and cooperatively with key WDVCS partners including the NSW Police, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services;
- Providing clients with information about the court process and their options in relation to ADVOs and associated charge matters as requested;
- Provide clients with access to information and referral, and advocate for effective and appropriate legal protection, including assisting clients with applications for Legal Aid, or assisting a woman to make an application for an ADVO with the police or the Registrar;
- Work with the DVLO, police or Police Prosecutors to ensure ADVO conditions are appropriate to the client's needs;
- Manage client files and ongoing court dates to ensure, where possible, that clients are aware and prepared for future court appearances and hearings;
- Complying with the SAMS manual and the Domestic Violence Information Sharing Protocol;
- Assisting the Manager to develop and administer policies, systems and processes for the effective operation of the WDVCS and SAMS.

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.

Essential Skills and Knowledge:

- Understanding of domestic and family violence, its complexities and consequences;
- Knowledge and understanding of the criminal justice response to domestic and family violence including ADVO applications and criminal prosecutions and related legal matters such as family law, care and protection, migration and victims compensation issues;
- Ability to deliver services in accordance with the WDVCS best practice model of service delivery outlined in the WDVCS Service Agreement, the Policy and Procedure Manual, the SAM Manual and operational documents;
- Knowledge of, and an ability to work effectively with Interpreter services, including Auslan Interpreters;
- Ability to work with the local community to promote awareness of domestic and family violence and WDVCS services;
- Excellent communication skills, particularly in negotiation, advocacy and conflict resolution;
- Demonstrated ability to engage effectively with clients in crisis and provide appropriate, trauma informed support;
- Excellent organisational skills; and
- Current clearance in relation to Working with Children and relevant NSW Police Force checks.

Community Engagement

- Facilitate and maintain links with key government and non-government organisations and networks relevant to maximising outcomes for clients;
- Initiate and participate in service co-ordination activities with other agencies to maximise the service options and outcomes for clients;
- 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 Coordinator;

Office Management and Administration

- Utilise all data and record keeping systems effectively and accurately;
- Submit accounts to the Coordinator in a timely fashion;
- Conduct routine risk assessments. Regularly and frequently review the work environment, identify and address any apparent safety issues.

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 Coordinator.

Key Accountabilities:

- Demonstrate [core] skills;
- 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 of Warrina;
- CEO of Warrina;
- Manager WDVCAS/SAM Coordinator(s)/ Assistant WDVCAS manager
- WDVCAS staff;
- Other staff of the organisation.

Other Relationships:

- Clients of the WDVCAS;
- Other service providers;
- Women's Safety NSW
- 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.