

Information for Applicants

Position: **Domestic and Family Violence Specialist Worker – Children & Young People**

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

Classification: Crisis Accommodation Employee – Level 2

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.

Email your Application to employment@warrina.org.au with the subject heading ‘DFV Specialist Worker – Children & Young People’.



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Position Description

Position:	Specialist Worker - Children and Young People
Reports to:	SHS Co-ordinator
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Crisis Employee; Level 2
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 *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women* is funded by Department of Communities and Justice under the Specialist Homelessness Service (SHS) program. The service provides crisis accommodation in the Women's and Children's Refuge, and case management and support services to women and dependent children affected by domestic and family violence and/or homelessness.

Warrina also manages the *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women*, a Specialist Homelessness Services, including the Women and Children's Refuge and outreach services; 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; the *Safer Futures* program, delivering a Men's Behaviour Change Program; and the '*Staying Home Leaving Violence*' program in Coffs Harbour, supporting women to stay in their own homes.

Purpose and Function:

The Specialist Workers for Children and Young People program (SWCYP) aims to break the cycle of disadvantage and improve client outcomes for children and young people who are experiencing or at risk of homelessness and who have been impacted by domestic and family violence.

The objectives of the SWCYP are to;

- Identify children and young people in priority refuges who require specialist children's support;
- Provide direct services to children and young people that are trauma informed, family centred and culturally appropriate;
- Support children and young people to access mainstream and specialist services.

The SWCYP operates as a sub-program of the Specialist Homelessness Service, which aims to provide confidential, culturally and individually sensitive services including:

- Short-term crisis accommodation (the Refuge), affording a safe and supportive environment for women, with or without dependent children, who are escaping domestic and violence;
- Case-management and referrals to other services, in order to address clients' financial, medical, legal and other social/welfare needs;
- Generalist outreach services to women and their children in the community affected by domestic and family violence or homelessness;
- Specialist Aboriginal and Culturally and Linguistically Diverse (CALD) outreach services to women in the community;

- A continuum of support to women and children that promotes early intervention and prevention, in collaboration with government and non-government agencies, to reduce the effects of domestic and family violence.

The SWCYP is responsible for working with children and their mothers to strengthen their relationships, assist children to overcome the impacts of domestic violence, and foster emotional, physical and developmental well-being of children's clients.

The worker will focus on supporting the psychological and emotional needs of children and their mothers, by assessing the impact of domestic violence on each individual, as well as the impact on the relationship between mother and child. The SWCYP will work in partnership with the SHS Domestic Violence Caseworkers to ensure a continuum of support for women and children 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 case management services to children ages 0-18 years 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 as directed by SHS Coordinator.

Service Delivery

- Prioritise service delivery to children aged 0-18 years who are currently residing in the Refuge;
- Provide practical and emotional support to children clients of the service;
- Work with clients within a trauma-informed framework;
- Work with clients within a case-management framework, including:
 - . Assisting children to identify their needs and goals and develop a case plan to achieve those goals;
 - . Supporting and assisting children to carry out their case plan, and monitor and update the plan on a regular basis;
 - . Encouraging, supporting and fostering the relationship between each child and their mother;
 - . Providing referrals on behalf of children clients to relevant and appropriate services, including 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.
 - . Refer and support clients to engage with other services, including those that may provide long-term and step-down support after the family leaves the Refuge.
 - . Provide advocacy assistance to children and parents to act as a linker between the child and other support services.
 - . Providing children clients with protection and safety information.
- Provide practical and emotional support to mothers of child clients to assist them in their care and support of their child/ren.
- Facilitating one-to-one and group sessions with parents and children to provide support to children, discuss their needs and address their concerns.
- Develop and implement regular activities for children of the Refuge; including but not limited to school holiday program/activities, after-school activities and special events.
- Role model positive parenting and life skills to the families in the refuge and provide support and care to children according to service procedures;
- 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;
- Support, communicate and work collaboratively with the Domestic Violence Case-workers at the Refuge;
- Transport clients in work vehicles when appropriate, and where alternative transport is not available.
- Monitor, report and follow up property and equipment maintenance requirements in the Refuge;

- Participate in the On-Call roster as required;

Community Engagement

- Facilitate and maintain links with key government and non-government organisations and networks relevant to maximising outcomes for clients, according to organisational policy and service specifications;
- Initiate and participate in service co-ordination activities with other agencies to maximise the service options and outcomes for clients as directed by the SHS Co-ordinator;
- 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 SHS Co-ordinator.

Office Management and Administration

- Utilise all data and record keeping systems effectively and accurately;
- Approve expenditure according to organisational policy. Submit accounts to the Financial Administrator 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 SHS Co-ordinator.

Key Accountabilities:

- Demonstrate skills in crisis counselling, early intervention and prevention, case management and advocacy for the whole family unit.
- Demonstrate self-direction and initiative;
- Model professional boundaries and ethical standards in interactions with clients, staff and service providers;
- Engage with women and children from diverse backgrounds and their communities including the use of translating and interpreting services where needed.

Organisational Relationships:

- Board of Directors;
- CEO;
- Operations Manager;
- SHS Co-ordinator;
- SHS Team leader;
- SHS staff;
- Corporate Services Manager & Staff;
- Other staff of the organisation.

Other Relationships:

- Clients of the Specialist Homelessness Service;

- Other service providers;
- DV 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.

Selection Criteria:

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

Essential Criteria

- Minimum of 2 years' experience working in relevant fields and/or tertiary qualifications in community welfare/social science;
- Thorough working knowledge and understanding of the issues impacting on women and children experiencing domestic and family violence;
- Thorough working knowledge of trauma-informed framework;
- Demonstrated ability to provide emotional support to children who have experience domestic and family violence;
- Understanding of child development and attachment in the context of domestic and family violence;
- Demonstrated skills in crisis counselling, early intervention and prevention, case management and advocacy;
- Demonstrated ability to model professional boundaries and interactions with clients, staff and service providers;
- Demonstrated ability to engage with women from diverse backgrounds and their communities;
- 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, and willingness to obtain a class 1B licence within 3 months of employment;
- Ability to be on call after hours.

Desirable Criteria

- First Aid Certificate.