

Information for Applicants

Position: **Domestic and Family Violence Crisis Accommodation Worker**

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 Crisis Accommodation Worker’.



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PO Box 2027 Coffs Harbour NSW 21450



Position Description

Position:	Domestic and Family Violence Case-worker
Reports to:	SHS Co-ordinator
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Crisis Accommodation 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 Family and Community Services NSW under the Specialist Homelessness Service program. The service provides case management, crisis and transitional accommodation, and support services to women and dependent children affected by domestic and family violence and/or homelessness.

Warrina also manages the *Coffs/Clarence Women's Domestic Violence Court Advocacy Service*, covering, Bellingen, Coffs Harbour, Grafton Local and Maclean Courts, and including the Local Co-ordination Point for the Coffs-Clarence Local Area Command; the Victims Support and Community Education components of the *Engage 2 Change Men's Behaviour Change* program in Coffs Harbour; the case management component of the Fixed Address program in Coffs Harbour; and the *Staying Home Leaving Violence* program in Coffs Harbour.

Purpose and Function:

The aim of the Specialist Homelessness Service is 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;
- Medium-term transitional accommodation, for women with dependent children who are escaping domestic and family violence;
- The Women's Resource and Information Centre, providing individual counselling and group programs to women in the community;
- 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 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 Domestic Violence Case-worker is responsible for assisting in the operation of the Specialist Homelessness Services, 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 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

Service Delivery

- Deliver services to clients of the Refuge, outreach services, and transitional housing;
- 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;
- 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;
- Facilitate group-work and outreach programs;
- Transport clients in work vehicles when appropriate, and where alternative transport is not available.
- Monitor, report and follow up property and equipment maintenance requirements at 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;
- 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 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.

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;
- 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;
- SHS Co-ordinator;
- SHS 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 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.