

Information for Applicants

Position:	SHS DFV Caseworker - Core & Cluster Service
Employment Basis:	Permanent
Ordinary Hours:	32 hours per week, to be worked between 8:00am - 5:00pm Monday to Friday or as agreed.
Pay Rate:	SCHADS Award; Crisis Accommodation Employee Level 2 Range \$44.58 - \$47.97 per hour, depending on experience

Warrina DFVSS provides support services aimed at reducing the incidence and impact of domestic & family violence on women & children.

We are seeking a dynamic **SHS DFV Caseworker** to join our passionate team building towards the new Warrina DFVSS Core & Cluster Service, supporting and empowering women who have experienced DFV and are either at risk of homelessness or homeless because of their experience.

This position is responsible for providing skilled case work to women, including safety assessment and planning, referrals, support and information. This program focuses on delivering client-centred, trauma-informed case management, with a focus on securing more permanent housing options and supporting women to pursue other goals such as employment, financial stability, family and culture connection and well-being.

Our organisation prioritises supportive working conditions and a collaborative atmosphere, as well as **Salary Sacrifice** options available. Being a woman is a genuine occupational qualification for this position under Section 31 of the Anti-Discrimination Act 1977. Applicants must have experience working with women who have experienced domestic violence.

To apply, please provide:

- A cover letter, addressing the “*Essential Criteria*” as detailed in the position description, and how your skills, training and experience will align with the position description.
- An up to date resume;
- Contact details for two recent employment referees, one from a current or previous supervisor.
- NSW Working with Children Check number and date of birth (for verification purposes);
- A recent Criminal Record Check if available.

Please refer to our website for applicant information, position description and essential criteria <https://warrina.org.au/get-involved/>. Please follow the guidelines for your application.

Applications should be emailed to employment@warrina.org.au by 5pm **Monday 15 June 2026**. Successful applicants will need to be available for interview on **Tuesday 23 June 2026**.

This service is funded by the NSW Department of Communities and Justice



Position Description

Position:	SHS Domestic and Family Violence Case-worker - Core & Cluster Service
Reports to:	Team Leader, Core and Cluster Service
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 that aim to reduce the incidence and impacts of domestic and family violence on women and children.

Warrina manages the *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women* - a Specialist Homelessness Service (SHS) incorporating the Women and Children's Refuge and outreach services and the Specialist Children and Young Persons Program; the Coffs-Clarence *Women's Domestic Violence Court Advocacy Service* (WDVCAS), 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 (FASS), and case management services; *Safer Futures* - Men's Behaviour Change Program; and the *Staying Home Leaving Violence* (SHLV) program in Coffs Harbour.

The *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women* is funded by Department of Communities and Justice 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.

The Core & Cluster Service is an expansion of Warrina's Specialist Homelessness Service, providing crucial supported accommodation services to women, with or without children who are homeless or at risk of homelessness due to their experience of domestic and family violence. The Core & Cluster Interim Service model will deliver specialist case management services through outreach in the Coffs Harbour LGA, building towards full program delivery on completion of the purpose-built Core & Cluster Service property.

Once the facility is completed, the Core & Cluster Full Service will provide crisis accommodation and support to women with or without children, who are homeless or at risk of homelessness due to their experience of domestic and family violence.

Purpose and Function:

The aim of the Specialist Homelessness Services 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 Outreach Centre*, providing support and referrals for individual counselling and group programs to women in the community;
- The new *Core and Cluster Interim Service* providing skilled casework that is client-centred, trauma-informed and contributing to the evolving full *Core & Cluster Service*
- 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 Core & Cluster SHS Domestic Violence Caseworker is responsible for assisting in the operation of the SHS Core and Cluster Service, and for the provision of high-quality services to its clients.

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.

All staff are required to work collaboratively and within a feminist framework.

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 Core & Cluster service;
- 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 through collaboration with the client;
- 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 or the ChildStory online reporting portal.
- 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 in the workplace
- Participate in On-Call duties as rostered;

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 Core and Cluster Service Team Leader, or the SHS Coordinator.

Office Management and Administration

- Utilise all data and record keeping systems effectively and accurately;
- Utilise SHS service system tools to assess risk and need i.e. CIMS, DVSAT, PWI and COS to support and guide best practice.

- Utilise expenditure according to organisational policy. Submit accounts to the Core & Cluster Team Leader and 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 professional supervision, clinical 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 Core & Cluster Service Team Leader or 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;
- Operations Manager;
- SHS Co-ordinator;
- Core and Cluster Service Team Leader;
- Core and Cluster staff;
- SHS staff;
- Finance and Administration 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.
- Due to the nature of the service and the responsibilities of the role, work must be performed on-site. This position is not suitable for remote work.
- 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 or psychology;
- Thorough working knowledge and understanding of the issues impacting on women and children experiencing domestic and family violence; particularly as they affect women with a disability, women who identify as LGBTIQ+, women from linguistically, culturally, religiously and or racially diverse backgrounds, women over 65 and children, and demonstrated sensitivity to their needs
- Thorough working knowledge of the intersection of domestic violence and homelessness, including the legal and social impacts on women and children.
- Thorough working knowledge of trauma-informed framework;
- Demonstrated skills in crisis counselling, early intervention and prevention, case management and advocacy for women and children with complex needs.
- Demonstrated ability to think innovatively and creatively to develop tailored client solutions,
- 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 including information protection and cybersecurity awareness;
- 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 access to a comprehensively insured reliable vehicle.
- Ability to be on call after hours.

Desirable Criteria

- First Aid Certificate.
- Recent experience working in a SHS program and an understanding of the current issues in women's homelessness, including current practice responses to women who have experienced DFV and are either at risk of homelessness, or homeless because of their experience.

Employee Name		Signature & Date	
Supervisor Name		Signature & Date	