

Information for Applicants

Position:	SHS Specialist CALD Domestic & Family Violence Worker
Employment Basis:	Four-year fixed term contract
Ordinary Hours:	32 hours per week, to be worked between 8:30am - 5:00pm Monday to Friday or as agreed.
Pay Rate:	SCHADS Award; Crisis Accommodation Employee Level 2 Range \$46.70 - \$50.25 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 Specialist CALD DFV Caseworker** to join our passionate team supporting and empowering women and dependent children who are affected by DFV and/or are homelessness.

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 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. Women from Culturally and Linguistically Diverse Communities are strongly encouraged to apply for the position.

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 **Friday 17 July 2026**. Successful applicants will need to be available for interview on **Friday 24 July 2026**.

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



Position Description

Position:	SHS Specialist CALD Domestic & Family Violence 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 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, the Specialist Children and Young Persons Program (SCYP) and the SHS Core and Cluster Service; 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.

Purpose and Function:

The aim of the Specialist Homelessness Service (SHS) 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 family 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 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 and/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 SHS Specialist CALD Domestic & Family Violence Caseworker is responsible for assisting in the operation of the Specialist Homelessness Services, 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 to enable women and children who have experienced domestic violence to gain control over their own lives.

Core Responsibilities:

- Deliver culturally and linguistically diverse specialist support to clients 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 Clients from Cultural and Linguistically Diverse Backgrounds

- Establish and maintain partnerships with key stakeholders in the local area for different culturally and linguistically diverse communities, coordinate case management and foster positive outcomes for women and children from a CALD background who have experienced domestic violence.
- Provide information to other staff about the needs of women and children from a CALD background.

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 in 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.
- 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 community 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;
- Deliver community education and engagement activities that support pathways for clients 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 SHS Team Leaders and or SHS Co-ordinator.

Office Management and Administration

- Ensure that all client data and record keeping systems are utilised effectively and accurately;
- Utilise expenditure according to organisational policy. Submit accounts to the 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 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 Team Leader and/or SHS Co-ordinator.

Key Accountabilities:

- Demonstrate ability to engage effectively with CALD communities, and to address the barriers confronting CALD women and their children in relation to domestic and family violence;
- Demonstrate skills in crisis intervention, early intervention and prevention, case management and 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 of Warrina;
- CEO;
- Operations Manager;
- SHS Co-ordinator, SHS Team Leader/s and other SHS Staff;
- Finance, Governance & Admin staff;
- Other staff of the organisation.

Other Relationships:

- Clients of the Specialist Homelessness Service;
- Government and community 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.
- 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.

Employee Name		Signature & Date	
Coordinator Name		Signature & Date	

Selection Criteria:

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

Women from culturally and linguistically diverse communities are strongly encouraged to apply for the position.

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;
- 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.
- Ability to engage with culturally and linguistically diverse women, children and their communities;
- Ability to address the barriers confronting CALD 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;
- Demonstrated ability to think innovatively and creatively to develop tailored client solutions,
- 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.