

Information for Applicants

Position:	SHS Team Leader – Warrina Women & Children’s Refuge
Employment Basis:	Permanent
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 3 Range \$53.43 - \$55.85 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 Team Leader** to join our passionate team 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 leading the team of SHS DFV Caseworkers and working with the SHS Coordinator in delivering our SHS Refuge and Outreach services. The position will have a reduced caseload, providing skilled case work to women, including safety assessment and planning, support with accommodation needs, referrals and information. The 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 relating to various aspects of their lives, 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 **Thursday 16th of July 2026**. Successful applicants will need to be available for interview on **Tuesday 21st July 2026**.

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



Position Description

Position:	Specialist Homelessness Service Team Leader – Refuge & Outreach Services
Reports to:	Specialist Homelessness Service Co-ordinator
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Crisis Accommodation Employee; Level 3
Hours of Work:	As per the Contract of Employment – Minimum 4 days per week

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 (SCYP); 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 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 Service* (Interim) 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.

In consultation with the Specialist Homelessness Service Co-ordinator, the Specialist Homelessness Service Team Leader is responsible for co-ordinating the day-to-day operations of the Specialist Homelessness Service, and for the provision of high-quality services to its clients.

The SHS Team Leader will support the SHS Coordinator in the provision of the service.

This position requires a background in a team leader role; experience in domestic and family violence services and case-management; and an understanding of the gendered nature of domestic violence and the impact of exposure to domestic 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.

All responsibilities are undertaken in collaboration with SHS Co-ordinator.

Core Responsibilities:

- Co-ordinate the day-to-day operations of the service, and assist SHS Co-ordinator with service planning and evaluation;
- Co-ordinate staff supervision, appraisal and development activities for the team;
- Co-ordinate the delivery services to a caseload of clients with complex needs;
- Develop and maintain links with relevant service providers and the community;
- Manage the administrative requirements of the service.

Service Co-ordination

- Ensure the effective and efficient running of the service on a day-to-day basis;
- Co-ordinate service activities in accordance with agreed strategies;
- Work with SHS Coordinator and the team to develop, implement and improve systems and processes for the delivery of client-centred services;
- Prepare reports as required by the SHS Co-ordinator, Operations Manager, CEO, Board of Directors and funding agreement.

Supervision, Support and Team Development

- Provide supervision, support and debriefing to service staff, and identify requirements for external supervision as required;
- Co-ordinate staff appraisals in accordance with organisational policy;
- Monitor staff workloads and work schedules;
- Ensure staff fulfil the requirements of their positions descriptions;
- Convene and co-ordinate team meetings;
- Co-ordinate staff development and training activities;
- Be available after hours as required for guidance and approval;
- Actively support the development and maintenance of team cohesion and a positive and collaborative workplace culture;

Case Management

- Facilitate a service model to support women and their children 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 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;
- Monitor, report and follow up property and equipment maintenance requirements at the Refuge;
- Participate in the On-Call roster as rostered;

Community Development

- Develop, facilitate and maintain networks (under formal or informal partnership arrangements) with key government and community organisations as identified.
- 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 with complex needs and raise awareness of the impact of domestic and family violence in the community;
- Identify partnership opportunities, and facilitate collaborative and innovative partnerships with other sector stakeholders to maximise outcomes for women and children:
- 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 or Operations Manager.

Office Management and Administration

- Utilise SHS service system tools to assess risk and need i.e. CIMS, DVSAT, PWI and COS to support and guide best practice;
- Ensure that all client data and record keeping systems are utilised effectively and accurately;
- Assist SHS Coordinator in the co-ordination of the staff rosters;
- Approve expenditure according to organisational policy. Monitor and record client income as required. 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 Coordinator, Operations Manager or CEO.

Key Accountabilities:

- Demonstrate team leader skills;
- Demonstrate ability to engage effectively with women and their children experiencing domestic and family violence;
- Demonstrate skills in crisis intervention, early intervention and prevention, case management, 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;
- CEO;
- Operations Manager;
- Specialist Homelessness Service Co-ordinator;
- Specialist Homelessness Staff;
- Finance & Administration Team;
- Other Staff of the organisation.

Other Relationships:

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

Employee Name		Signature & Date	
Supervisor 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).

Essential Criteria

- Minimum of 3 years experience in case management and relevant tertiary qualifications in community welfare, psychology or social science;
- 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.
- Demonstrated team leadership skills;
- Demonstrated ability to think innovatively and creatively to develop tailored client solutions,
- 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 manage time effectively, prioritise competing demands, and lead a team in a dynamic work environment, ensuring service delivery deadlines and client needs are met.
- 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;
- Understanding of compliance requirements with funding agreements and legislation;
- Ability to deliver services in accordance with organisational policies and procedures;
- Knowledge and understanding of privacy and confidentiality issues;
- Excellent written and oral communication skills;
- A current Working with Children Check and ability to pass a Criminal Record Check;
- Current NSW driver's licence and access to a comprehensively insured reliable vehicle;
- Ability to be on-call after hours;
- Access to private vehicle for on-call after hours use;
- First Aid Certificate.

Desirable Criteria:

- Demonstrated proficiency in the use of technology to support workforce management, including experience with Employment Hero (or similar HR platform) for approving timesheets, managing leave requests, and assisting with rostering and HR functions.
- 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.