

Information for Applicants

Position:	Staying Home Leaving Violence (SHLV) DFV Specialist Caseworker
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; Social and Community Services Employee Level 4 Range \$46.70 - \$50.25 per hour, depending on experience

Warrina Domestic and Family Violence Specialist Services provides support services aimed at reducing the incidence and impact of domestic & family violence on women & children.

We are seeking a dedicated **SHLV DFV Specialist Caseworker** to join our passionate team supporting women after leaving a violent relationship with an aim to empower them to remain in their home, or in a home of their choice safely.

This position is responsible for providing trauma-informed, client-centred support to women and their children. In this role you will provide safety assessment and planning, case management, support and advocacy to you clients. You will walk alongside of women and their children as they navigate the complexities of their experience of DFV, strengthen their support networks and rebuild their lives to understand and recover from the impacts of DFV.

The role requires you to work collaboratively with other services within Warrina DFVSS, and other external stakeholders to achieve practical solutions to reduce risk and enhance safety for women and their children.

Our organisation prioritises supportive working conditions and a collaborative atmosphere, as well as **Salary Sacrifice** options available.

Warrina DFVSS considers being a woman to be a genuine occupational qualification for this position under Section 31 of the Anti-Discrimination Act 1977 (NSW).

Applicants must have experience in 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 **Wednesday the 23rd of September 2026**.

Successful applicants will need to be available for interview on **Tuesday the 29th of September 2026**.

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



Position Description

Position:	Staying Home Leaving Violence (SHLV) DFV Specialist Caseworker
Reports to:	SHLV Team Leader
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee; Level 4
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 *Staying Home Leaving Violence* (SHLV) program is funded by the Department of Communities and Justice NSW. SHLV is a casework and community education development model enabling women (with or without children) ending a violent relationship to remain in their homes. By supporting women who choose to stay in their homes or in a home of their choice, the program seeks to reduce homelessness; improve safety, social, health, economic, and legal outcomes for clients; and promote accountability for perpetrators of violence.

Warrina also delivers 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* (SWCYP), and the *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.

Purpose and Function:

The aim of the Staying Home Leaving Violence program is to prevent women and children who have experienced DFV from becoming homeless or having to move from their support systems by providing confidential, culturally and individually sensitive services including:

- Early intervention and prevention principles to prevent homelessness, assist women and children to remain safely in the home or a home of their choice, and enable women and children to experience long-term stability in housing, income, employment, education, and social support networks;
- Comprehensive risk management that enables women and children affected by domestic and family violence to remain safely in their home of choice;
- Community development and education activities to key stakeholders;
- Establishing relationships with key stakeholders to maximise outcomes for women and their children.

The SHLV DFV Specialist Caseworker is responsible for the provision of high-quality case management and community development activities within program guidelines.

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:

- Provide intensive and integrated case management that promotes flexible and client focused services;

- Develop and maintain networks and partnerships with key stakeholders, and deliver community education activities;
- Provide trauma-informed, client-centred long-term case management to women and children experiencing domestic and family violence and/or homelessness.
- Recognise that the healing from trauma requires ongoing support, advocacy and coordinated service delivery over time.
- Build trusting, consistent relationships that promote safety, engagement and long-term positive outcomes.
- Empower clients to build independence, strengthen resilience and develop the skills needed to sustain safe housing and reduce the risk of future homelessness.
- Assist with the administrative requirements of the service.

Service Delivery

- Facilitate a service model to support women (and their children) to safely remain in their home or in the home of their choice following domestic violence;
- Work with clients within a trauma-informed framework;
- Assess referrals and complete client intake assessments in a timely fashion. Ensure risk assessments are performed for each client as required;
- Ensure safety audits are conducted in collaboration with the client to reduced identified risks;
- Create and implement safety plans and strategies in collaboration with the client including provision of personal and home security devices;
- Provide education to clients on how to maximise their safety and protection;
- 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 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.
- Identify and prioritise client groups currently unable to access support options and develop a clear understanding of client needs;
- Develop and maintain referral pathways, guided by organisational protocols.

Community Development

- Develop, facilitate, and maintain networks (under formal or informal partnership agreements) with key government and non-government organisations.
- 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 Manager.

Office Management and Administration

- Utilise all data and record keeping systems 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 requested;
- Other duties consistent with the position, as required by the SHLV Team Leader.

Key Accountabilities:

- Demonstrate skills in 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 of Warrina;
- CEO of Warrina;
- Operations Manager of Warrina;
- Staying Home Leaving Violence Team Leader;
- Staying Home Leaving Violence staff;
- Finance & Governance Coordinator, and the Finance & Administration Team
- Other staff of the organisation.

Other Relationships:

- Clients of Staying Home Leaving Violence;
- Other 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.
- The position requires travel between the office and other locations on a frequent basis as a normal part of duties.
- This position is required to be performed onsite. Due to the operational, supervisory and service delivery requirements of the role it is not suitable for working from home.

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.

SHLV Caseworker

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 2 years' experience in case management and/or 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
- Experience providing case management, crisis intervention, early intervention and advocacy through a feminist framework, with an understanding of the gendered nature of domestic and family violence.
- An ability to identify safety risks and identify strategies to address risks to safety at home and in the community for women and children experiencing DFV.
- 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 stakeholders
- 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;
- Excellent written/ oral communication skills
- A current NSW Drivers Licence and access to a comprehensively insured reliable vehicle;
- A Current Working with Children's Check and ability to pass a Criminal Records Check

Desirable Criteria

- Previous experience working in a SHLV program
- Previous experience with or an understanding of undertaking home security upgrades and technology facilitated abuse

Employee Name		Signature & Date	
Supervisor Name		Signature & Date	