

Information for Applicants

Position:	SHS DFV Specialist Housing Worker
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 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 dedicated **SHS DFV Specialist Housing Worker** 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 trauma-informed, client-centred support to women and children experiencing domestic and family violence who are at risk of homelessness and/or residing in short- or medium-term accommodation. The role combines case management, housing and tenancy support, advocacy, and collaborative service delivery to support clients to achieve safety, stability and long-term housing outcomes

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 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 23rd of September 2026**. Successful applicants will need to be available for interview on **Tuesday 29th of September 2026**.

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



Position Description

Position:	SHS Domestic & Family Violence Specialist Housing Worker
Reports to:	Specialist Homelessness Service 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 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 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 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, 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 DFV Specialist Housing Worker is responsible for tenancy and property management of Warrina's Transitional Housing properties, and case-management of Transitional Housing and outreach clients.

This position requires a background in community housing management and/or domestic and family violence case-management, as well as 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.

Core Responsibilities:

The Domestic & Family Violence Specialist Housing Worker provides trauma-informed, client-centred support to women and children experiencing domestic and family violence and/or homelessness. The role combines case management, housing and tenancy management, advocacy, and collaborative service delivery to support clients to achieve safety, stability and long-term housing outcomes through the following core responsibilities:

- Develop and maintain effective partnerships with social housing providers, community housing providers, real estate agencies and other housing stakeholders to increase access to safe and sustainable housing options for clients.
- 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 and achieving sustainable housing 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.

Service Delivery

- Deliver services to SHS clients in 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 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;
- Support, communicate and work collaboratively with the Child and Family Worker/s in their work with mothers and their children;
- 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.
- Participate in On-Call duties as rostered;

Specialist Housing Focus:

- Develop and maintain relationships with local social housing providers and real estate agents;
- Keep the team apprised of potential housing opportunities for clients;
- Update the team on any changes to housing and tenancy legislation and policy that may affect clients;

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- Perform tenancy management duties for Transitional Housing and Transitional Housing Plus clients as required, including assessment of referrals and applications, lease preparations, arrears management and representing the organisation at the Tenancy Tribunal;
 - Perform property management duties for Transitional Housing and Transitional Housing Plus properties as required, including monitoring, reporting and following up property and equipment maintenance;

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 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 Team Leader and 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 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 requested;
- Other duties consistent with the position, as required by the 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;
- SHS/Core & Cluster Team Leaders;
- 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.

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 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
- Thorough working knowledge of the intersection of domestic violence and homelessness, including the legal and social impacts on women and children.
- Working knowledge of the Tenancy Act and experience in tenancy management, including lease preparation and representation at the tenancy tribunal;
- Ability to develop and maintain working partnerships with local real estate agents; including advocacy with housing providers and clients to reach suitable agreements on arrears management, property inspections, tenancy breaches etc.
- An ability to identify tenancy risks and implement early intervention strategies to support tenancy sustainment and reduce the risk of homelessness.
- 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 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;
- 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;

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.
- Recent experience working with housing providers, social housing agencies, community housing providers and/or private real estate agencies to support clients to access and maintain safe, secure and affordable housing outcomes.