



Case Workers Staying Home Leaving Violence Service

- South West Sydney locations (throughout SWS local government areas of Liverpool, Fairfield and Canterbury Bankstown and sometimes the Burwood LGA)
- Community Legal Centre incorporating domestic and family violence services
- Flexible work conditions, salary packaging, 5 weeks' annual leave plus leave loading, extra personal leave, regular supervision
- Salary range: SCHCADS L5 \$88,757.76 - \$92,783.60 dependent on experience
- Contract, full time role (35hpw) to 30 June 2023
- Suitable candidates interviewed progressively, please apply now

We are seeking an experienced caseworker for the Staying Home Leaving Violence Service as a result of expanding our service in South West Sydney and into Burwood LGA. You will be part of a team delivering a best practice, specialist, trauma-informed model of service delivery to women affected by domestic and family violence (DFV) and committed to empowering women and children to break the cycle of DFV.

About South West Sydney Legal Centre

South West Sydney Legal Centre (SWSLC) is a not for profit community legal centre.

Our legal services include information, advice and legal representation for people in South West Sydney whose access to justice is denied or constrained, and include specialised legal services for victim-survivors of DFV.

Our DFV services include court support and advocacy, safety planning, case management and financial counselling.

Both the legal and DFV teams offer tailored training and workshops to community members and community organisations.

We give our clients the guidance, legal advice, support services and strength they need to claim their rights, know their options and choose their next steps.

About the role

Our case management workers work closely with colleagues to provide an effective and streamlined service to adult and child victims of domestic and family violence with support to escape and recover from abuse, by providing practical and emotional support to victims who have escaped the abuser. Child clients are considered as clients in their own right and direct services are provided to children. Services to children are negotiated and agreed on by the parent client of the service. The successful applicants will have strong interpersonal and organisational skills, demonstrated understanding of the dynamics, complexities and legal and social welfare consequences of domestic violence and experience supporting people impacted by domestic abuse. Responsibilities include face to face consultation, home visits and facilitation of client group work.

Applicants must have a commitment to empowering women and children affected by DFV, an understanding or willingness to learn the principles of a trauma-informed approach to service delivery, have demonstrated ability to engage effectively with clients from culturally and linguistically diverse backgrounds and have demonstrated ability to engage effectively with clients in crisis.

Proficiency in a language other than English is desirable.

This position is open to female applicants only. SWSLC considers being a woman to be a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW). Aboriginal and Torres Strait Islander women are strongly encouraged to apply.

Closing Date: Suitable applicants will be interviewed progressively as applications are received. As we need to appoint a suitable candidate as soon as possible, this advertisement has no closing date. However, we understand that your time is valuable so please feel free to contact us prior to preparing your application, to check if the role has been filled.

Contact Person: Enquiries about the role should be emailed to Elly Raffo, Manager D&FV Casework Services elly@swslc.org.au

The preferred applicant will be required to undergo a Working with Children Check and a National Police Records Check.

How to apply for this position:

1. Visit our website <https://swslc.org.au/contact/work-with-us/> for a copy of the position description, essential and desirable criteria and instructions on how to apply.
2. Send your covering letter, resume and a document detailing how your skills and experience meet the essential and desirable criteria to alison@swslc.org.au
3. **Please address the essential criteria in full. Applications that do not address the essential criteria will not be considered.**



SOUTH WEST SYDNEY LEGAL CENTRE INCORPORATED

ABN: 91991317875

**CASE WORKER
STAYING HOME LEAVING VIOLENCE SERVICE (SHLV)
CONTRACT, FULL TIME ROLE (35HPW) TO 30 JUNE 2023**

Dear Applicant,

Thank you for your interest in a Case Worker position with Staying Home Leaving Violence Service (SHLV) This package encloses the information you require to apply for the position.

Our Organisation

South West Sydney Legal Centre (SWSLC) is a not for profit community legal centre.

Our legal services include information, advice and legal representation for people in South West Sydney whose access to justice is denied or constrained, and include specialised legal services for victim-survivors of DFV.

Our DFV services include court support and advocacy, safety planning, case management and financial counselling.

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Case Worker

SWSLC provides the Liverpool, Fairfield, Canterbury Bankstown and Burwood Staying Home Leaving Violence Services (SHLV).

We are seeking an experienced caseworker for our domestic and family violence casework services.

We provide adult and child victims of domestic and family violence with support to escape and recover from the abuse, by providing ongoing practical and emotional support to who have escaped the abuser. Child clients are considered as clients in their own right and direct services are provided to children. Direct services to children are negotiated and agreed to by the parent client of the service.

Applicants must have a commitment to empowering women and children affected by DFV, an understanding or willingness to learn the principles of a trauma-informed approach to service delivery, have demonstrated ability to engage effectively with clients from culturally and linguistically diverse backgrounds and have demonstrated ability to engage effectively with clients in crisis.

Proficiency in a language other than English is desirable.

This position is open to female applicants only. SWSLC considers being a woman to be a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW). Aboriginal and Torres Strait Islander women are strongly encouraged to apply.

The preferred applicant will be required to undergo a Working with Children Check and a National Criminal Records Check.

Please see the **position description** and the **essential and desirable criteria** further down in this document.

HOW TO APPLY

1. Read the Position Description and Essential and Desirable Criteria below.
2. Your application should include a covering letter, a resume and an additional document addressing the Essential and Desirable criteria.

The covering letter needs to state:

- The position you are applying for;
- Your current contact details; and

Your resume should detail:

- your employment history including dates and a brief statement of duties for previous roles; and
- your education history.

Your additional document should clearly explain:

- how your skills and experience meet each listed criteria;
- Applications that do not address **ALL of the Essential Criteria** will not be considered.

You should also ensure you are able to later provide contact details for two professional referees (at least one current or previous line manager).

3. Please send written applications to alison@swwslc.org.au.

CLOSING DATE:

Suitable applicants will be interviewed progressively as applications are received. As we need to appoint a suitable candidate as soon as possible, this advertisement has no closing date. However, we understand that your time is valuable so please feel free to contact us prior to preparing your application, to check if the role has been filled.

CONTACT PERSON:

Enquiries about the role should be emailed to Elly Raffo, Manager D&FV Casework Services elly@swwslc.org.au

Yours sincerely,

Elly Raffo

Manager D&FV Casework Services

P.O Box 1042
Liverpool NSW BC 1871
Ph: (02) 9601 7777
Fax: (02) 9600 6244

Level 1/98-100 Moore Street
Liverpool NSW 2170
E-mail: info@swwslc.org.au
Website: www.swwslc.org.au



POSITION DESCRIPTION

Position:	Case Management Worker
Status:	Contract, full time role (35hpw) to 30 June 2023
Accountable:	Manager, D&FV Casework Services
Classification:	SCHCADS Level 5
Location:	South West Sydney (throughout SWS local government areas of Liverpool, Fairfield and Canterbury Bankstown and sometimes the Burwood LGA)

Principle Duties

The work includes, but is not limited to, the following duties:

- Identifying key case management needs, providing comprehensive intake, support needs assessment, risk and safety assessments for each client (mothers and children). Developing case management plans that support client needs;
- Providing high level expert advice, information and appropriate referrals to women and their children as required;
- Participating in the development and delivery of community education to enhance the skills, knowledge, competencies and performance of those who work in the domestic and family violence sector and other relevant support agencies;
- Liaising with the DFV Casework Services Manager (the Manager) and case management team to ensure that child clients identified as at risk of harm or as having safety concerns, are identified and supported/managed appropriately;
- Liaising with the Manager to identify and provide resources that may be useful to case management staff for ongoing professional development;
- Providing high level expert advice and assistance to the Manager to develop and implement strategies aimed at making our case management services relevant, accessible and responsive to the needs of children impacted by domestic and family violence;
- Liaising with the Manager to develop good working relationships and referral networks with local services that respond to the needs of women and children impacted by domestic and family violence;
- Liaising with the Manager to promote our case management services;
- In consultation with the Manager, identifying suitable partnerships with external stakeholders. Participating in and contributing to effective community awareness raising/ education initiatives and activities as directed by the Manager;
- Adhering to our policies and procedures when undertaking the work, in particular those relating to client confidentiality and privacy, referrals to and from the teams, client and worker safety, staff professionalism, child protection notifications and follow-up assistance;
- Collecting data and any other information, as directed by Manager; and
- Undertaking all necessary training as negotiated with the Manager and program service agreement or required by our policies and procedures.

General Duties

- Undertaking all your own word-processing as well as clerical and administrative duties for your role;
- Attending and actively participating in team and staff meetings;
- Cooperating with other members of staff in the provision of effective services in accordance with our aims and objectives;
- Adhering to and working within codes of practice relevant to your role and position in the community and community sector;
- Maintaining an up to date working knowledge of the law and practice and procedure relevant to

the position; and

- Maintaining a working familiarity with office equipment required within the position.

Accountability and Administration

- Case Management Workers report directly to the Manager;
- Case Management Workers are accountable to the Manager for the efficient and effective delivery of services; and
- Case Management Workers will communicate key issues, innovations or solutions to the Manager.

Common team functions and responsibilities

- Working collaboratively with other team members by sharing skills, resources, projects and ideas;
- Respecting and working within the codes of behaviour, policies and procedures of SHLV and SWSLC;
- Encouraging and maintaining an atmosphere of harmony in the workplace by promoting and observing ethical practices and professionalism; and
- Case Management Workers must achieve complex objectives through working together cooperatively. This involves sharing information, resources and supporting each other. The SHLV & BDVS Teams work closely together in running client groups and the development of skill sharing, this is done through being flexible in approach and customer focused.

ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

- Tertiary qualifications or equivalent experience in disciplines relevant to this role;
- Demonstrated understanding of domestic and family violence, its complexities and consequences, particularly as they affect people with disabilities, Aboriginal and Torres Strait Islander people, people from multicultural backgrounds and members of the LGBTQI community;
- Demonstrated experience in case management;
- Demonstrated understanding of working with people who are impacted by trauma and related issues;
- Demonstrated ability to be self-directing, plan, prioritise and exercise initiative;
- Demonstrated ability to work as part of a team, building networks and partnerships;
- Excellent written and verbal communication;
- Demonstrated understanding of the criminal justice response to domestic and family violence, and related legal matters such as family law, care and protection;
- Good computer literacy - ability to use word processing software including Outlook, Word and Excel.
- Current driver's license, comprehensively insured vehicle and capacity to use own vehicle for work purposes

Desirable Criteria

- Fluency in a community language other than English
- Sound knowledge of South West Sydney area and its community services network

Terms and Definitions

'SWSLC' refers to the South West Sydney Legal Centre

'SHLV' refers to the Staying Home Leaving Violence Service

'BDVS' refers to the Bankstown Domestic Violence Service