



## **Manager, Domestic and Family Violence Casework Services**

- Permanent, full time position (35hpw)
- You will be working from our new office in Bankstown
- Community Legal Centre incorporating domestic and family violence services
- Salary range: Salary range: SCHCADS L7 \$112,676 to \$117,062
- Flexible work conditions by negotiation, salary packaging to increase take home pay, 5 weeks' annual leave plus leave loading, additional leave at Christmas

We are seeking an experienced Manager who will oversee the overall management, decision-making and day-to-day operations of the Domestic and Family Violence (D&FV) Casework Services. You will be part of a team delivering a best practice, specialist, trauma-informed model of service delivery to women affected by D&FV and committed to empowering women and children to break the cycle of D&FV.

### **About Justice Support Centre**

Justice Support Centre 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 includes specialised legal services for victim-survivors of D&FV.

Our D&FV services include court support and advocacy, safety planning, case management and financial counselling.

Both the legal and D&FV 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**

The services 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 victims- survivors living through the abuse (BDVS) and victims who wish to leave the abuser and remain in their own home or a home of their choice (SHLV). The services also include delivering financial counselling services to women affected by D&FV. 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.

The Manager exercises a high degree of autonomy and responsibility and is responsible for the overall management, decision-making and day-to-day operations of the D&FV Casework Services. This role is also a member of the Justice Support Centre leadership team and works closely with other members of the leadership team and the CEO to provide guidance and input on key operational matters affecting the whole organisation.

The Manager also provides advice and support to the CEO to develop and support initiatives that promote best practice within the D&FV casework services.

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.

Applicants must have a commitment to empowering women and children affected by D&FV, 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.

These positions are open to female applicants only. Justice Support Centre considers being a woman to be a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).

**Closing Date:** Suitable applicants will be interviewed progressively. We know your time is valuable so please check with [alison@justicesupportcentre.org.au](mailto:alison@justicesupportcentre.org.au) before applying, to ensure the positions have not been filled.

**Contact Person:** Enquiries about the duties of the role should be emailed to Melanie Noden, [melanie@justicesupportcentre.org.au](mailto:melanie@justicesupportcentre.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://justicesupportcentre.org.au/about-us/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@justicesupportcentre.org.au](mailto:alison@justicesupportcentre.org.au).
3. **You must address the essential criteria in full. Applications that do not address the essential criteria will not be considered.**



## **Manager, Domestic and Family Violence Casework Services**

Dear Applicant,

Thank you for your interest in the Manager, Domestic and Family Violence (D&FV) Casework Services. This package encloses the information you require to apply for the position.

### **Our Organisation**

Justice Support Centre 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 includes specialised legal services for victim-survivors of D&FV.

Our D&FV services include court support and advocacy, safety planning, case management and financial counselling.

Both the legal and D&FV 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.

### **Manager, Domestic and Family Violence Casework Services role**

We are seeking an experienced Manager who will oversee the overall management, decision-making and day-to-day operations of the D&FV Casework Services. You will be part of a team delivering a best practice, specialist, trauma-informed model of service delivery to women affected by D&FV and committed to empowering women and children to break the cycle of D&FV.

The services 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 victims- survivors living through the abuse (BDVS) and victims who wish to leave the abuser and remain in their own home or a home of their choice (SHLV). The services also include delivering financial counselling services to women affected by D&FV. 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.

The Manager exercises a high degree of autonomy and responsibility and is responsible for the overall management, decision-making and day-to-day operations of the D&FV Casework Services. This role is also a member of the Justice Support Centre leadership team and works closely with other members of the leadership team and the CEO to provide guidance and input on key operational matters affecting the whole organisation.

The Manager also provides advice and support to the CEO to develop and support initiatives that promote best practice within the D&FV casework services.

The successful applicant will have strong interpersonal and organizational 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 D&FV, an understanding or willingness to learn the principles of a trauma-informed approach to service delivery, have demonstrated their knowledge and ability to engage effectively with clients from culturally and linguistically diverse backgrounds and have demonstrated knowledge and 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. Justice Support Centre considers being a woman to be a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).

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@justicesupportcentre.org.au](mailto:alison@justicesupportcentre.org.au).

## CLOSING DATE:

Suitable applicants will be interviewed progressively. We know your time is valuable so please check with [alison@justicesupportcentre.org.au](mailto:alison@justicesupportcentre.org.au) before applying, to ensure the positions have not been filled.

**CONTACT PERSON:**

Enquiries about the role should be emailed to Melanie Noden,  
[melanie@justicesupportcentre.org.au](mailto:melanie@justicesupportcentre.org.au)

Yours sincerely,

Melanie Noden  
Chief Executive Officer

## **ATTACHMENT A Position Description**

<b>Position:</b>	Manager D&FV Casework Services
<b>Status:</b>	Permanent
<b>Accountable:</b>	CEO, Justice Support Centre
<b>Supervises:</b>	D&FV Casework Services Staff
<b>Location:</b>	South West Sydney (throughout SWS local government areas of Burwood, Canterbury-Bankstown, Fairfield and Liverpool)

Justice Support Centre auspices several domestic and family violence (D&FV) services, including the casework services ("the service/s") of Burwood, Canterbury-Bankstown Fairfield & Liverpool Staying Home Leaving Violence Service (SHLV); the Bankstown Domestic Violence Service (BDVS) and the financial counselling services to women affected by D&FV

The services 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 victims- survivors living through the abuse (BDVS) and victims who wish to leave the abuser and remain in their own home or a home of their choice (SHLV). The services also include delivering financial counselling services to women affected by D&FV. 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.

The Manager exercises a high degree of autonomy and responsibility and is responsible for the overall management, decision-making and day-to-day operations of the D&FV Casework Services. This role is also a member of the Justice Support Centre leadership team and works closely with other members of the leadership team and the CEO to provide guidance and input on key operational matters affecting the whole organisation.

The Manager also provides advice and support to the CEO to develop and support initiatives that promote best practice within the D&FV casework services.

### **Responsibilities of this role**

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

- Managing the budget and overall operation of the D&FV casework services;
- Assisting Justice Support Centre's compliance with reporting and other requirements under the DCJ Service Agreements;
- Recruiting, supervising and supporting casework staff and the financial counsellor;
- Ensuring casework staff and the financial counsellor have access to training, supervision and ongoing professional development;
- Ensuring casework staff and the financial counsellor comply with Justice Support Centre policies and procedures;
- Developing and administering operational policies and systems for the effective operation of the casework service and the financial counselling services, including the following aspects of client service delivery:
  - The collection, use and storage of client information;
  - Referrals to and from the services;
  - Client and worker safety; and
  - Child protection notifications.
- Developing and implementing, strategies aimed at ensuring that the casework and financial counselling services are relevant and accessible to a diverse range of

- women and children;
- Working with the CEO and Finance team to prepare an annual budget for casework and the financial counselling services;
- Developing and maintaining strong working relationships with key casework services partners including the NSW Police Force, WDVCAS, DCJ Housing and local services, and facilitating access to those services for clients;
- Undertaking high level liaison and advocacy with, and on behalf of clients where required; Representing the service to external stakeholders, including delivery of presentations upon request and attending interagency meetings; and
- Participating in community engagement activities to promote the work of the services.

### **Responsibilities to Justice Support Centre**

Report to the CEO of Justice Support Centre, as required.

The Manager provides advice and recommendations to the CEO regarding financial and service planning issues, recruitment, service priorities and strategies.

### **General Duties**

- Adhere to all Justice Support Centre policies, procedures, principles and service standards;
- Maintain client and organisational privacy and confidentiality;
- Contribute to the continuous improvement of administrative practices;
- Attend and contribute to regular team/staff meetings;
- Promote Justice Support Centre in a positive manner at all times;
- Participate in staff development opportunities; and
- Other duties as requested by the CEO that are within the scope of this position.

### **Essential Skills and Knowledge**

- Demonstrated knowledge and understanding of the dynamics, complexities and legal and social welfare consequences of domestic and family violence;
- Demonstrated knowledge and understanding of the criminal justice response to domestic and family violence including use of exclusion orders, ADVO applications, criminal prosecutions and related legal matters such as family law, care and protection;
- Knowledge of managing from a trauma-informed lens and ability to draft procedures/ensure the service is delivered in line with the trauma-informed practice.
- Knowledge and ability to deliver services in accordance with DCJ's requirements for the Staying Home Leaving Violence program and the Integrated Domestic and Family Violence Service program;
- Experience in working with victims of domestic and family violence and an understanding of outreach work and client advocacy;
- Demonstrated understanding of and experience in case management of people with support needs;
- Understanding of domestic and family violence, its complexities and consequences, particularly as they affect women and children of Indigenous, CALD, disadvantaged communities, rural and remote communities, with or caring for a child with disabilities and older women and being sensitive to their needs;
- Knowledge and ability to deliver services in accordance with Justice Support Centre and funded program guidelines, principles, policies and standards and operational documents;

- Excellent organisational, administrative, financial and management skills;
- Knowledge and ability to analyse quantitative data and qualitative data to improve service delivery;
- Knowledge and ability to recruit, train, supervise and support service workers;
- Knowledge and ability to develop and implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of the services to a diverse range of women and children;
- Knowledge and ability to work within local communities to promote awareness of domestic and family violence and the services;
- Excellent communication skills, particularly in negotiation, advocacy and conflict resolution;
- Knowledge of current Child Protection and other relevant legislation Knowledge of and an ability to work effectively with interpreter services;
- Knowledge and ability to effectively represent the work of SHLV, BDVS and FAS in public forums and in the media, and confidence in public speaking;
- Excellent networking skills; and
- Demonstrated management experience.

### **Desirable Skills and Knowledge**

- Tertiary qualifications in welfare, social sciences or related discipline;
- Fluency in a community language other than English;
- Sound knowledge of the Burwood, Canterbury-Bankstown, Liverpool and Fairfield LGAs particularly within the context of community and legal services;
- Demonstrated understanding of homelessness and related issues; and
- Experience working with children in a trauma informed way.