



Justice Support[®] Centre | Serving South West Sydney since 1986

Assistant Manager South West Sydney Staying Home Leaving Violence Banktown

- Full time position
- South West Sydney based
- Community Legal Centre incorporating domestic and family violence services
- Annual salary: SCHCADS L6 PP1 starts at \$102,546.00 plus superannuation
- Flexible work conditions, salary packaging to increase take home pay, 5 weeks' annual leave plus leave loading, additional leave at Christmas

We are seeking a second Assistant Manager for our Women's Domestic Violence Staying at Home Leaving Violence team (SHLV BDV). This position has direct reports and works alongside another Assistant Manager, reporting to the manager of the SHLV BDV.

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 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

The Assistant Manager supports the Manager in the overall administration and coordination of the SHLV BDV program, while maintaining direct engagement with SHLV BDV clients. They exercise a high level of responsibility and provide the Manager with expert advice

Applicants must have a commitment to empowering women and children affected by DFV, have people management experience, demonstrated ability to engage effectively with clients from culturally and linguistically diverse backgrounds and ability to engage effectively with clients in crisis. Full details of responsibilities are outlined in the position description.

Proficiency in a language other than English is desirable.

Aboriginal and Torres Strait Islander women are strongly encouraged to apply.

Closing Date: Wednesday 27 September 2023

Contact Person: Enquiries about the role should be emailed to:
Nicole Humphries, Manager SHLV BDV
nicoleh@justicesupportcentre.org.au

This position is open to female applicants only. JSC considers being a woman to be a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).

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 juliane@justicesupportcentre.org.au
3. **Please address the essential criteria in full. Applications that do not address the essential criteria will not be considered.**



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ASSISTANT MANAGER, SOUTH WEST SYDNEY Staying Home Leaving Violence BDV

Dear Applicant,

Thank you for your interest in the Assistant Manager position. This package encloses the information you require to apply for the position.

Our Organisation

Justice Support Centre (JSC) 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 domestic and family violence (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.

Assistant Manager 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.

Assistant Managers exercise a high level of responsibility and provide the Manager with expert advice.

Applicants must have a commitment to empowering women and children affected by DFV, have people management experience, demonstrated ability to engage effectively with clients from culturally and linguistically diverse backgrounds 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. SWSLC considers being a woman to be a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).

Women from Aboriginal or Torres Strait Islander backgrounds 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 juliane@justicesupportcentre.org.au

CLOSING DATE: Wednesday 27 September 2023

CONTACT PERSON: Enquiries related to the role should be emailed to:

SHLV BDV Manager – nicoleh@justicesupportcentre.org.au

Yours sincerely,

Nicole Humphries
Manager SHLV BDV

ATTACHMENT A

Position Description

Position:	Assistant Manager, Staying Home Leaving Violence Service
Status:	Fulltime
Accountable:	Manager, DFV Casework Services
Classification:	SCHCADS Level 6
Location:	Campsie, Liverpool and Bankstown SWSLC offices

The Assistant Manager supports the Manager in the overall administration and coordination of the SHLV service, while maintaining direct engagement with clients. The Assistant Manager is mainly responsible for assisting in the management of the SHLV team, however because many DFV casework team activities and processes are shared, the Assistant Manager is also required when needed, to support the Manager in the overall administration and coordination of the Bankstown Domestic Violence Service.

Principle responsibilities

The Assistant Manager exercises a high level of responsibility and provides the Manager with high level expert advice.

The work of the Assistant Manager includes the following main duties:

- Managing an SHLV client caseload (see responsibilities below); and assisting the Manager:
- in service delivery and overall administration and coordination;
- in developing and administering operational policies and administrative tasks, systems and processes for the effective operation of the service;
- coordinating and managing the operation of discrete areas of the DFV casework services such as education or client group sessions;
- coordinating projects;
- in representation at external meetings or other forums;
- in training and supervising team members;
- providing support/debrief/practice correction to team members;
- providing information and support to team members about assessing client eligibility for the teams' services;
- ensuring child protection assessments and child protection reports are appropriately made;
- identifying sector issues or trends to inform training choices for team members and to support clients with best practice services;
- ensuring clients referred to the teams' services are contacted in a timely and appropriate manner;
- in promoting the services to local service providers including government agencies and non-government organisations;
- developing and maintaining strong working relationships with key partners including NSW Police Force, Local Courts, WDVCS, DCJ, legal representatives and referral agencies, to facilitate partnership and referral pathways;
- in identifying funding opportunities and in supporting SWSLC funding applications;
- in ensuring that the service agreements, practice manuals, and brokerage accountabilities and processes are complied with, and in updating team processes;
- fulfilling data entry and reporting requirements for the services in line with funding agreements;

Responsibilities for SHLV casework

When carrying out casework responsibilities, the Assistant Manager works with a range of agencies including social housing providers, to identify and meet the housing and support needs of women who have left an abusive relationship. Casework includes the following main duties:

- identifying key case management needs, providing comprehensive intake, support needs assessment, risk and safety assessments for each client; 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 Manager and team members to ensure that child clients who are identified as at risk of harm or as having safety concerns, are supported appropriately;
- liaising with the Manager to identify and provide resources that may be useful for team members' professional development.

General Duties

- Adhere to all SWSLC 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 SWSLC in a positive manner at all times.
- Participate in staff development opportunities.

Accountability

The Assistant Manager reports to the Manager, DFV Casework Services and is accountable to the Manager for the efficient and effective delivery of her casework services and the management responsibilities listed above. The Assistant Manager is expected to assist the Manager in identifying key issues, innovations and solutions that may enhance the best practice work of the teams.

Essential Skills and Knowledge

- Demonstrated expert knowledge and understanding of the dynamics, complexities and legal and social welfare consequences of domestic and family violence
- Demonstrated expert 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
- Demonstrated expert experience in working with victims of domestic and family violence and an understanding of outreach work and client advocacy
- Demonstrated understanding of and significant experience in case management of people with support needs
- Understanding of domestic and family violence, its complexities and consequences, particularly as they affect Aboriginal and Torres Strait Islander and children, people from culturally and linguistically diverse backgrounds, disadvantaged communities, women with disabilities, women caring for a child with disabilities and older women
- Ability to work within local communities to promote awareness of domestic and family violence and the services

- Understanding of the requirements and obligations for service delivery in the SHLV program and the Integrated Domestic and Family Violence Service program including contractual requirements, policies and operational needs
- Excellent organisational, administrative and problem-solving skills
- Ability to analyse quantitative data and qualitative data
- Experience or demonstrated ability to supervise and support team members
- 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
- Excellent communication skills, particularly in negotiation, advocacy and conflict resolution
- Knowledge of relevant legislation in the domestic and family violence sector including legislation and regulations relating to child protection
- Knowledge of and an ability to work effectively with interpreter services
- Ability to effectively represent SWSLC's DFV casework services in public, and confidence in public speaking
- Excellent networking skills.

Desirable Skills and Knowledge

- Ability to read and understand program budgets and financial management reports
- Tertiary qualifications in welfare, social sciences or related discipline
- Fluency in a community language other than English;
- Sound knowledge of the Bankstown, Liverpool and Fairfield LGAs particularly within the context of community and legal services
- Demonstrated understanding of homelessness and related issues