



# Justice Support<sup>®</sup> Centre | Serving South West Sydney since 1986

Case Management Worker  
Sydney Women's Domestic Violence Court Advocacy Service  
(Sydney WDV CAS)

Dear Applicant,

Thank you for your interest in the Case Management Worker position with Sydney Women's Domestic Violence Court Advocacy Service (Sydney WDV CAS). 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 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.

## **Case Management Worker role**

Justice Support Centre auspices several domestic violence programs, including the Sydney Women's Domestic Violence Court Advocacy Service (Sydney WDV CAS). We are seeking a Case Management Worker to join our dynamic and friendly team, based at our Sydney city office. You will be part of delivering a best practice, specialist, trauma-informed model of service delivery to women affected by DFV and ensuring an integrated response to women assessed as at serious threat of harm.

The WDV CAS Case Management Worker provides case management support to WDV CAS clients who have been assessed as having complex and serious needs which are impacting on their ability to keep safe and that therefore would benefit from intensive support.

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.

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

Proficiency in a language other than English is desirable.

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 apply online or alternatively send written applications to [juliane@justicesupportcentre.org.au](mailto:juliane@justicesupportcentre.org.au)

**CLOSING DATE:** Monday 29 April 2024

**CONTACT PERSON:** Enquiries about the role should be emailed to Helen Fahey, Shelton, Assistant Manager Sydney WDVCS  
[helen@justicesupportcentre.org.au](mailto:helen@justicesupportcentre.org.au)

Yours sincerely,

Janice Waring  
Manager, Sydney WDVCS

## POSITION DESCRIPTION

<b>Position:</b>	Case Management Worker
<b>Status:</b>	12-month parental leave contract, fulltime (35hrs per week)
<b>Accountable:</b>	Manager, Sydney WDV CAS
<b>Classification:</b>	SCHADS Level 5 PP1 \$93,857.40
<b>Location:</b>	Inner West, Sydney CBD and Eastern Suburbs LGAs

The WDV CAS Case Management Worker provides case management support to WDV CAS clients who have been assessed as having complex and serious needs which are impacting on their ability to keep safe and that therefore would benefit from intensive support.

### Principle Duties

Case Management Worker duties include, but are not limited to, the following:

- Work collaboratively with DFV Specialist Workers to accept referrals of clients for case management;
- Independently initiate, develop, prioritise and review case plans for WDV CAS clients;
- Provide trauma informed support, safety assessments, high level expert advice and appropriate referrals for clients in crisis;
- Intake meetings with the Manager or Assistant Managers who are responsible for referral of WDV CAS clients into case management;
- Risk assessment, using the DVSAT, and safety planning with clients;
- Provision of relevant information to clients and making warm referrals on their behalf to a range of service providers to assist with their ongoing needs;
- Liaison with the SAM Coordinator to ensure all clients assessed as 'at serious threat' are placed on the agenda for the next SAM when necessary;
- Preparing relevant client information for Safety Action Meetings and attendance at SAMs and court to support case managed clients as required;
- Liaison with clients in relation to Safety Action Plans developed at SAMs;
- Use safety assessments and processes and guidance from the Manager to have safe meetings with clients away from the WDV CAS office when required;
- Develop and maintain strong working relationships with key WDV CAS partners, including the NSW Police Force, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services;
- Undertake tasks at the direction of the WDV CAS Manager;
- Undertake internal and external supervision;
- Undertake professional development and training;
- Attendance at relevant community meetings and interagency events as directed by the Manager to work with local communities and services to promote awareness of domestic and family violence and WDV CAS services; and
- Compliance with the WDV CAP Service Agreement, WDV CAP Policy and Procedure Manual, WDV CAP Case Management Policy and all other designated WDV CAS documents.

### General Duties

- Adhere to all Justice Support Centre policies, procedures, principles and service standards;

- Be familiar and comply with all administrative, WHS and Human Resources procedures and processes relevant to your position;
- Undertake training and professional development to develop and maintain skills and qualifications necessary to effectively fulfil your position and as directed;
- Adhere to and work within codes of practice relevant to your role, position in the community and community sector;
- Maintain client and organisational privacy and confidentiality;
- Attend and contribute to regular team/staff meetings and planning activities as required;
- Actively and constructively participate in performance reviews;
- Promote Justice Support Centre in a positive manner at all times;
- Encourage and maintain an atmosphere of harmony in the workplace by promoting and observing ethical practices, professionalism and teamwork;
- Work collaboratively with other team members by sharing skills, resources, projects and ideas;
- Participate in staff development opportunities;
- Maintain a working familiarity with office equipment required within the position; and
- Other duties as requested by the Manager that are within the scope of this position.

### **Essential Criteria**

- Tertiary qualifications and/or experience in social work and/or community services;
- Demonstrated experience in case management and understanding of working with people who are impacted by trauma and related issues;
- Demonstrated understanding of domestic and family violence, its complexities and consequences;
- Demonstrated understanding of intersectionality between social issues and domestic and family violence, in particular the barriers that women may face when leaving violence including women with disabilities, Aboriginal and Torres Strait Islander people, people from multicultural backgrounds and members of the LGBTQI community;
- Demonstrated knowledge of the criminal justice response to domestic and family violence including Apprehended Domestic Violence Orders;
- Excellent communication skills, particularly in negotiation, advocacy and conflict resolution;
- Knowledge of and an ability to work effectively with interpreter services; and
- Excellent organisational and administrative skills including ability to undertake all your own word-processing as well as clerical and administrative duties for your role.

### **Desirable Criteria**

- Fluency in a community language other than English; and
- Sound knowledge of the Sydney CBD, Eastern Suburbs, Inner West and its community services network.

### **Accountability**

Ultimately to the WDV CAS Manager and as directed, also accountable to the Assistant Managers.