

Assistant Manager Sydney Womens' Domestic Violence Court Advocacy Service

Are you ready to embark on a fulfilling journey where you can play a pivotal role in transforming lives and breaking the cycle of domestic and family violence? Do you possess the compassion, capabilities, and commitment to empower women and help break the cycle of abuse and support survivors to safety and healing? If so, we want you to be part of our remarkable team!

Why Join us?:

- **Professional Growth:** Contribute to building something extraordinary and grow along with us with regular professional supervision
- **Balance and Well-being:** We prioritize your work-life harmony, ensuring a supportive and flexible work environment with a 35 hour week and flexible hours
- **More holidays:** We have 5 weeks holiday plus additional leave at Christmas
- **Great salary:** Starting package full time \$110k + super (neg. dependent on experience)

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, including 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 the 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 WDVCS Assistant Manager supports the Manager in the overall administration and Coordination of the WDVCS, whilst maintaining direct engagement with the WDVCS clients.

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

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. 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.

Closing Date: **Applications are open and will be reviewed progressively**

Contact Person: **Enquiries** about the roles should be emailed to Janice Waring,
Manager SYD WDVCAS, janice.waring@jsc.org.au

The preferred applicants 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://jsc.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. Apply online via this [link](#) with your cover letter, resume and a document detailing how your skills and experience meet the essential and desirable criteria
3. **Please address the essential criteria in full. Applications that do not address the essential criteria will not be considered.**



**Assistant Manager
Sydney Women's Domestic Violence Court Advocacy Service**

Dear Applicant,

Thank you for your interest in the Assistant Manager position with Sydney Women's Domestic Violence Court Advocacy Service (SYDNEY WDVCAS). 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 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 WDVCAS Assistant Manager supports the Manager in the overall administration and Coordination of the WDVCAS, whilst maintaining direct engagement with the WDVCAS clients.

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

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. 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.

Applicants 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
- 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 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 via this [link](#) and be sure to attach your cover letter addressing the selection criteria along with your resume.

CLOSING DATE: Applications are open and will be reviewed progressively

CONTACT PERSON: Enquiries about the role should be emailed to Janice Waring, Manager SYD WDV CAS Justice Support Centre
janice.waring@jsc.org.au

Attachment A Position Description

Position: Assistant Manager, Sydney WDV CAS
Reports to: Manager, Sydney WDV CAS
Supervises: 5
Location: Downing Centre office, Newtown and Waverley courts
Classification: SCHCADS Level 6
Updated: November 2024

Summary of Duties

The WDV CAS Assistant Manager supports the Manager in the overall administration and Coordination of the WDV CAS, whilst maintaining direct engagement with the WDV CAS clients.

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

Responsibilities of this role

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

- assisting the WDV CAS Manager in service delivery, the overall administration and coordination of the WDV CAS and supervision as described below
- the Assistant Manager will have SCHCADS Level 5 or below direct reports ("direct reports") and be responsible for overseeing and managing the work of those team members. The number of direct reports will depend on the size of the team and the number of hours worked by the Assistant Manager and the part time or full-time nature of the direct reports. The Centre will aim to keep the number of direct reports for a full time Assistant Manager to 7 FTE but there may be times, such as during pilots, when direct FTE reports exceed 7
- direct reports will include case workers
- supervision of direct reports will include, for example, guidance, instruction, motivation, feedback and professional development conversations
- assisting the WDV CAS Manager 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 WDV CAS such as an outreach service and AVO list days as directed from time to time by the WDV CAS Manager
- coordinating projects at the request of the WDV CAS Manager
- undertaking a variety of tasks relating to the operation of the WDV CAS, under the general direction of the Manager
- representing the WDV CAS Manager at external meetings or other forums as requested
- maintaining the operations at courts, and managing the list of clients attending court to seek legal advice
- following up private ADVO matters going to hearing re legal representation
- ensuring women have access to appropriate legal representation for Apprehended Domestic Violence Orders (ADVO) matters as required
- ensuring the safety of WDV CAS clients at court by advocating on their behalf with court staff and Sheriff Officers to assist them into and out of court
- assisting the WDV CAS Manager in the training, of the WDV CAS team members and

- supervising the team at court list days
- providing warm referrals, using the threat assessment tool, and making relevant and appropriate referrals to assist clients with their ongoing needs
- ensuring child protection assessments and child protection reports are appropriately made
- assisting the Manager in identifying trends that restrict clients from accessing and navigating the legal system to seek protection and manage manually special data collection for this purpose (i.e. female defendants, strangulation, hearings etc.)
- assisting the WDV CAS Manager in monitoring the processes and electronic referrals from the Central Referral Point as well as telephone and paper referrals from government agencies and non- government services
- assisting the WDV CAS Manager in ensuring clients referred to the WDV CAS are contacted in a timely and appropriate manner to be offered a service
- liaising with the Safety Action Meeting Coordinators regarding clients at serious threat to ensure these clients are placed on the agenda for the next Safety Action Meeting when necessary
- assisting the WDV CAS Manager in promoting the WDV CAS to local service providers including government agencies and non-government services
- developing and maintaining strong working relationships with key WDV CAS partners including NSW Police Force, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services
- assisting the WDV CAS Manager in identifying funding opportunities
- assisting the Manager in ensuring that the WDV CAP service agreement, practice manuals, and the Domestic and Family Violence Information Sharing Protocol as well as the WDV CAP policy manual are complied with, as well as updating the procedural practices for WDV CAS
- fulfilling data entry and reporting requirements for DFV Connect in line with the WDV CAS Service Agreement and the WDV CAP Principles, Policies and Standards as needed, as well as, managing appropriately the generic email address for the WDV CAS
- completing all necessary training as outlined in the WDV CAS service agreement and the WDV CAS Policy and procedure manual
- analysis of relevant quantitative and qualitative data (such as demographic information from the WDV CAS area) and implementing appropriate strategies and changes to improve service delivery, and reporting of data analysis
- other duties consistent with the role that may from time to time be required as directed by the WDV CAS Manager.

General

- undertake all your own word-processing as well as clerical and administrative duties for your role
- attend and actively participate in team and staff meetings
- contribute to the policy development, planning and organisational processes of WDV CAS
- co-operate with other members of staff in the provision of effective services in accordance with WDV CAS's aims and objectives
- actively participate in and contribute to the promotional activities of WDV CAS
- adhere to and work within codes of practice relevant to your role and position in the community and community sector
- undertake training to develop and maintain skills and qualifications necessary to effectively fulfil your position
- maintain an up to date working knowledge of the law and practice and procedure

- relevant to the position
- maintain a working familiarity with office equipment required within the position
- attend and participate actively in management, staff appraisals and WDV CAS and JSC planning activities, including planning days as required.

Accountability and Administration

- accountable to the WDV CAS Manager for all matters
- collect and record data for in accordance with WDV CAS policies and procedures
- contribute to the production of reports as required by the WDV CAS Manager
- accept direction from and be responsible to the WDV CAS Manager.

Common team functions and responsibilities

- work collaboratively with other team members by sharing skills, resources, projects and ideas
- respect and work within the codes of behaviour, policies and procedures of the WDV CAS and JSC
- encourage and maintain an atmosphere of harmony in the workplace by promoting and observing ethical practices and professionalism.

ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

- demonstrated high level of knowledge and understanding of the dynamics, complexities and legal and social welfare consequences of domestic and family violence and an understanding of the effects of DFV trauma
- demonstrated high level of knowledge and understanding of the criminal justice response to domestic and family violence including ADV O applications and criminal prosecutions and related legal matters such as family law, care and protection, migration and victim's compensation issues
- knowledge and understanding of Legal Aid NSW policies in relation to grants of legal aid for people in domestic and family violence matters
- minimum three years team or people management experience and demonstrated ability to work independently. Demonstrated excellent organisational, administrative and management skills
- minimum three years' experience providing quality advocacy to a diverse range of community members including socio-economically disadvantaged people, young people, people with disabilities, Aboriginal and Torres Strait Islander people and people experiencing financial hardships. Sensitivity to and demonstrated ability to engage with women from culturally and linguistically diverse backgrounds
- demonstrated ability to work flexibly, collaboratively and effectively with a multi-disciplinary team and with external stakeholders. Experience in maintaining constructive working relationships with key internal and external stakeholders and excellent networking skills
- excellent written and verbal communication skills. In particular: high level skills in negotiation, advocacy, conflict resolution and general interpersonal communication; and high-level writing skills (e.g. for case notes and letter writing)
- knowledge of and an ability to work effectively with interpreter services
- good computer literacy - ability to use word processing software including Outlook, Word, Excel and databases.

Desirable Criteria

- proficiency in a language other than English
- direct experience working in the legal system and courts
- local knowledge of the Eastern Suburbs, Sydney City and Inner West and their community service network.