



## **Domestic and Family Violence (DFV) Caseworker Staying Home Leaving Violence Service (SHLV)**

Dear Applicant,

Thank you for your interest in the Caseworker position with the Staying Home Leaving Violence Service. 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.

### **Caseworker role**

We are seeking an experienced caseworker for the Staying Home Leaving Violence Service for our Canada Bay, Strathfield Program. 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.

Our caseworkers collaborate with colleagues to provide an effective and streamlined service to adult and child victims of domestic and family violence with support to recover from abuse. The SHLV team provides practical and emotional support to women who are affected by domestic and family violence, including those who are still living in an abusive relationship. 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 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 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).

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; please indicate if you are interested in full time or part time
- 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 via this link <https://www.seek.com.au/Justice-Support-Centre-jobs/in-Bankstown?jobId=83276599&type=standard>

**CLOSING DATE:** [08/08/2025] suitable applicants will be interviewed progressively

**CONTACT PERSON:** Enquiries about the role should be emailed to Nicole Humphries (Manager, DFV Casework Services), [nicole.humphries@jsc.org.au](mailto:nicole.humphries@jsc.org.au)

Yours sincerely,

Nicole Humphries  
Manager, DFV Casework Services

## **Attachment A Position Description**

Position: DFV Caseworker, SHLV  
Reports to: Manager, DFV Casework Services  
Location: South West Sydney (throughout SWS local government areas of Canterbury Bankstown Strathfield & Canada Bay). If required by Service Manager, Liverpool and Bonnyrigg  
Classification: SCHCADS Level 5

### **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
- 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
- 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
- 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 BDVS and Justice Support Centre
- encouraging and maintaining an atmosphere of harmony in the workplace by promoting and observing ethical practices and professionalism
- 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**

'SHLV' refers to the Liverpool Fairfield Bankstown Staying Home Leaving Violence Service

'BDVS' refers to the Bankstown Domestic Violence Service.