

**Case Management Worker
South West Sydney Women's Domestic Violence Court Advocacy Service
Selection Criteria Questions**

Thank you for your interest in the Case Management Worker position. To be considered for this role, your application **must** include a cover letter ensuring the selection criteria below is covered and a current resume this can be submitted as one document. Please note if the selection criteria are not addressed in your cover letter your application will not be considered.

Essential Criteria

1. tertiary qualifications and/or experience in social work and/or community services
2. demonstrated experience in case management and understanding of working with people who are impacted by trauma and related issues
 - demonstrated experience in case management.
3. demonstrated understanding of domestic and family violence, its complexities and consequences
 - please describe your understanding of the dynamics and complexities of domestic and family violence, including the legal and social welfare impacts on clients.
4. 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
 - describe your experience working with people from Aboriginal and Torres Strait Islander communities, and culturally and linguistically diverse backgrounds. How do you tailor your approach to meet their specific needs?
5. demonstrated knowledge of the criminal justice response to domestic and family violence including Apprehended Domestic Violence Orders
 - outline your knowledge of the criminal justice system's response to domestic and family violence, particularly regarding ADVO applications, criminal prosecutions, and related legal matters (e.g., family law, care and protection, migration, victim's compensation).
6. excellent communication skills, particularly in negotiation, advocacy and conflict resolution
 - describe a situation where you had to advocate on behalf of a client in a legal or court setting. What strategies did you use to ensure the client's safety and voice were upheld?

7. knowledge of and an ability to work effectively with interpreter services
 - how have you supported clients who required interpreter services or had other specific support needs? What strategies did you use to ensure effective communication and support?
8. excellent organisational and administrative skills including ability to undertake all your own word-processing as well as clerical and administrative duties for your role.
 - tell us about your approach to managing time-sensitive tasks such as referrals, data entry, and reporting. How do you prioritise and organise your work in a high-demand environment?

Desirable Criteria

1. fluency in a community language other than English
 - do you speak any languages other than English? If yes, please specify and describe how you've used this skill in a work or volunteer setting.
2. sound knowledge of South West Sydney and its community services network.
 - describe your knowledge of the South West Sydney area and its community services network.

Position Description

Position: Case Management Worker, SWS WDV CAS
Reports to: Manager, South West Sydney WDV CAS
Location: Fairfield, Liverpool, Bankstown JSC Offices and local courts
Classification: SCHADS Level 5
Last updated: August 2024

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
- 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
- other duties as requested by the Manager that are within the scope of this position.

Essential Criteria

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- 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
- 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
- sound knowledge of South West Sydney and its community services network.



Accountability

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