

Case Worker, Specialist First Nations Focus

- Permanent, full time (35hpw)
- Sydney & Bankstown (throughout Sydney local government area)
- Community Legal Centre incorporating domestic and family violence services
- Salary range: SCHCADS Level 5
- Flexible work conditions, salary packaging to increase take-home pay, 5 weeks annual leave plus leave loading, additional leave at Christmas

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:** SCHCADS L5 – paying above award. Starting package full time \$106,106+ super

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 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.

About the role

The role involves conducting comprehensive case management for clients identifying as First Nations, including assessments and safety evaluations. It requires providing expert advice, referrals and community education to enhance skills in the domestic and family violence sector.

The position requires collaboration with the DFV Casework Services Manager to support women children and young First Nations people, developing and implementing strategies to improve service accessibility and building referral networks with local services.

Administrative tasks, participation in team meetings and adherence to organisational policies are essential.

Key qualifications include relevant experience in the welfare industry and excellent communication skills.

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, children and young people) identifying as First Nations. Developing case management plans that support client needs
- providing high level expert advice, information and appropriate referrals to women, children and young people, identifying as First Nations, 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 case management services relevant, accessible and responsive to the needs of First Nations women and 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 First Nations women and children impacted by domestic and family violence
- liaising with the DFV Casework Services Manager to develop links with local Aboriginal communities to promote the services of the DFV Casework.
- participating in NAIDOC week, Sorry Day, Reconciliation Celebrations, Survival Day (Australia Day) and other local Aboriginal community activities and initiatives which help promote the DFV Casework Services, subject to workload and resources and as directed by the Manager
- you are encouraged to, and may choose to participate in our Reconciliation Action Plan working group
- 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 the 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 either to the Assistant Manager or 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 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 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
- minimum of 3 years' experience working in the welfare industry
- demonstrated understanding of domestic and family violence, its complexities and consequences, particularly as they affect people with disabilities, from the community including First Nations people, people from multicultural backgrounds and members of the LGBTQI community
- demonstrated experience in case management, with a focus on women with a disability
- 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

- identify as First Nations
- experience working in the justice system, particularly with DFV and ADVOs
- sound knowledge of Sydney LGA and its community services network.

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 Nicole Humphries, Manager DFV Casework Services, nicole.humphries@jsc.org.au

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. **Apply online** Your application must include your cover letter, resume and a document detailing how your skills and experience meet the essential and desirable criteria
2. **Applications that do not address the essential criteria will not be considered.**

Position Description

Position: DFV Case Management Worker, DV Case Work
Focus Area: Specialist First Nations
Reports to: Manager, DFV Casework Services
Location: Sydney & Bankstown (throughout Sydney local government area)
Classification: SCHADS Level 5
Last updated: August 2024

SUMMARY OF DUTIES

The role involves conducting comprehensive case management for clients identifying as First Nations, including assessments and safety evaluations. It requires providing expert advice, referrals and community education to enhance skills in the domestic and family violence sector.

The position requires collaboration with the DFV Casework Services Manager to support women children and young First Nations people, developing and implementing strategies to improve service accessibility and building referral networks with local services.

Administrative tasks, participation in team meetings and adherence to organisational policies are essential.

Key qualifications include relevant experience in the welfare industry and excellent communication skills.

Principle Duties

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

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- liaising with the Manager to develop good working relationships and referral networks with local services that respond to the needs of First Nations women and children impacted by domestic and family violence
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Terms and Definitions

- ADVO – apprehended domestic violence order
- DFV – domestic and family violence