



## **Case Management Workers – three roles Staying Home Leaving Violence Service and Bankstown Domestic Violence Service**

- South West Sydney base
- Community Legal Centre incorporating domestic and family violence services
- Flexible work conditions, salary packaging, 5 weeks' annual leave plus leave loading, extra personal leave, regular supervision
- Salary range: SCHCADS L5 \$84,848 to \$88,691 dependent on experience
- Full time (35hpw) and part time roles
- Suitable candidates interviewed progressively, please apply now

We are seeking three experienced caseworkers for our two domestic and family violence casework services. 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.

### **About South West Sydney Legal Centre**

South West Sydney Legal Centre (SWSLC) is a not for profit, community legal centre. We deliver legal services to facilitate access to justice for disadvantaged people in South West Sydney including specialised legal services for victim-survivors of DFV. We also provide information, court support, referral and casework to victim-survivors of DFV through government funded DFV services. Our DFV services cover LGAs in South West Sydney and Central Sydney.

SWSLC uses a multidisciplinary model bringing together lawyers, social workers, and community workers to provide trauma-informed, client-centred and culturally safe legal assistance and DFV support services to clients. Services are provided through phone support and face-to-face services in our offices, at courts and through outreach services and community engagement. SWSLC has offices in Liverpool, Bankstown, Smithfield and Sydney.

### **About the roles**

We are expanding our Staying Home Leaving Violence (SHLV) service (covering Liverpool, Bankstown and Fairfield) with two new roles, and seeking to meet increased demand for services in our Bankstown Domestic Violence Service (BDVS) and SHLV service as a result of the pandemic.

There are three roles available across our two case management services: two permanent appointments and one full time fixed term contract to 30th June 2022. Depending on the role and candidates' availability, appointments to positions may be either full time or part time. One of the permanent roles requires experience and/or qualifications for working with children who have experienced trauma.

We encourage you to contact the Manager of our services (details below) to discuss your interest before applying.

## Case management workers

Our case management workers work closely with colleagues to provide an effective and streamlined service to adult and child victims of domestic and family violence with support to escape and recover from abuse, by providing practical and emotional support to victims living through the abuse (BDVS) and victims who have escaped the abuser (SHLV). 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 applicants will have strong interpersonal and organisational 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. SWSLC 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:** Suitable applicants will be interviewed progressively as applications are received. As we need to appoint a suitable candidate as soon as possible, this advertisement has no closing date. However, we understand that your time is valuable so please feel free to contact us prior to preparing your application, to check if the role has been filled.

**Contact Person:** Enquiries about the role should be emailed to Elly Raffo, Manager D&FV Casework Services [elly@swwslc.org.au](mailto:elly@swwslc.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. Visit our website <https://swwslc.org.au/contact/work-with-us/> for a copy of the position description, essential and desirable criteria and instructions on how to apply.
2. Send your covering letter, resume and a document detailing how your skills and experience meet the essential and desirable criteria to [alison@swwslc.org.au](mailto:alison@swwslc.org.au)
3. **Please address the essential criteria in full. Applications that do not address the essential criteria will not be considered.**



**SOUTH WEST SYDNEY LEGAL CENTRE INCORPORATED**

ABN: 91991317875

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**GENERAL CASE MANAGEMENT WORKER  
STAYING HOME LEAVING VIOLENCE SERVICE (SHLV)  
BANKSTOWN DOMESTIC VIOLENCE SERVICE (BDVS)**

**(note specific duties apply to the child-focused worker)**

Dear Applicant,

Thank you for your interest in a Case Worker position with Staying Home Leaving Violence Service (SHLV) and Bankstown Domestic Violence Service (BDVS). This package encloses the information you require to apply for the position.

**Our Organisation**

South West Sydney Legal Centre (SWSLC) is a not for profit, community legal centre. We deliver legal services to facilitate access to justice for disadvantaged people in South West Sydney including specialised legal services for victim-survivors of DFV. We also provide information, court support, referral and casework to victim-survivors of DFV through government funded DFV services. Our DFV services cover LGAs in South West Sydney and Central Sydney.

SWSLC uses a multidisciplinary model bringing together lawyers, social workers, and community workers to provide trauma-informed, client-centred and culturally safe legal assistance and DFV support services to clients. Services are provided through phone support and face-to-face services in our offices, at courts and through outreach services and community engagement. SWSLC has offices in Liverpool, Bankstown, Smithfield and Sydney.

**General Case Management Worker**

SWSLC auspices the Liverpool, Fairfield, Bankstown Staying Home Leaving Violence Service (SHLV) and the Bankstown Domestic Violence Service (BDVS).

We are seeking three experienced caseworkers for our two domestic and family violence casework services.

One full time position will work across both case management services (approximately 21 hours SHLV & 14 hours BDVS). A key component of this role is to provide services to women and children impacted by domestic and family violence who may have greater support needs due to the pandemic.

Two caseworkers will join the SHLV team, as part of our expansion of services into the Bankstown area.

One SHLV caseworker will have a child-focused role, requiring the caseworker to spend more time focused on support of children impacted by domestic abuse.

We provide adult and child victims of domestic and family violence with support to escape and recover from the abuse, by providing ongoing practical and emotional support to victims living through the abuse (BDVS) and victims who have escaped the abuser (SHLV). Child clients are considered as clients in their own right and direct services are provided to children. Direct services to children are negotiated and agreed to by the parent client of the service.

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. SWSLC 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.

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 send written applications to [alison@swwslc.org.au](mailto:alison@swwslc.org.au).

## CLOSING DATE:

Suitable applicants will be interviewed progressively as applications are received. As we need to appoint a suitable candidate as soon as possible, this advertisement has no closing date. However, we understand that your time is valuable so please feel free to contact us prior to preparing your application, to check if the role has been filled.

## CONTACT PERSON:

Enquiries about the role should be emailed to Elly Raffo, Manager D&FV Casework Services [elly@swwslc.org.au](mailto:elly@swwslc.org.au)

Yours sincerely,

**Elly Raffo**

Manager D&FV Casework Services

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## POSITION DESCRIPTION

<b>Position:</b>	Case Management Workers and Child Focused Worker (CFW)
<b>Status:</b>	Permanent and contract
<b>Accountable:</b>	Manager, D&FV Casework Services
<b>Classification:</b>	SCHCADS Level 5
<b>Location:</b>	Bankstown and Smithfield offices

### 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. *The CFW will specialise in doing this when working with mothers and children and provide child-inclusive consultation sessions to identify their 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. *The CFW will provide expert input related to the support and safety of children.;*
- 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. *The CFW will provide expert input related to the support and safety of children;*
- 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. *The CFW will provide expert input and focus on developing referral networks that ensure our services are accessible to children. ;*
- 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. *The CFW will provide expert input for initiatives that focus on the needs of children.*
- 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; and
- 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 SWSLC
- 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**

### **Case Management Workers and *Child-Focused Worker***

#### **Essential Criteria – all case management workers**

- 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

#### ***Essential Criteria – child-focused worker***

- All above criteria, and
- Experience working with children and families impacted by domestic and family violence

#### **Desirable Criteria – all case management workers**

- Fluency in a community language other than English
- Sound knowledge of South West Sydney area and its community services network

#### ***Desirable Criteria – child-focused worker***

- *Fluency in a community language other than English*
- *Sound knowledge of South West Sydney area and its community services network*
- *Tertiary qualifications or relevant expertise and experience working with children who have been impacted by trauma, in particular, by domestic and family violence*

#### **Terms and Definitions**

'SWSLC' refers to the South West Sydney Legal Centre

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

'BDVS' refers to the Bankstown Domestic Violence Service