



Total Workforce Services

Application Information Package for the job opportunity:

Case Worker (SHLV)

Reference Number: 027WHI



Thank you for your interest in this position. This package contains the information you require to apply for the position, including:

- Overview about the Employer
- Job Description for each role
- Position details
- Selection Criteria

Applications Close: Friday 30th September 2022

About the employer...

Our client The Women's Activities and Self Help (WASH) House is a community-based information and resource centre for women that envisages a community in which women exercise equal rights, choose their own destiny and have a safe environment for themselves and their children. They work towards this by providing information, community development, counselling, support services and group work. The WASH House is a service run by women, for women.

The organisation has been established in the area for over 35 years as a support and resource centre for women. Over this time, the WASH House has grown and evolved to run a range of programs including Staying Home Leaving Violence, Counselling, , Community Engagement events, and Information Services.

Aim

The aim of the W.A.S.H. House is to reduce the impact of poverty, social disadvantage and violence on the lives of women and girls in Mt. Druitt and Blacktown. We do this through the provision of women-centered, quality, appropriate, timely, culturally sensitive and accessible services.

Vision

The WASH House envisages a community in which women exercise equal rights, choose their own destiny and have a safe environment for themselves and their children. We work towards this by providing information, community development, counselling, support services and group work. The WASH House is a service run by women, for women.

Values

The W.A.S.H. House believes in:

- The provision of high quality and timely services
- The provision of equitable, accessible, affordable and appropriate services
- Mutual respect and enhancing women's options and opportunities
- Collaboration with likeminded services to promote the wellbeing of women in our community
- The provision of culturally appropriate services that reflect the different needs of our clients
- The provision of services that are responsive to the needs of client and are holistic
- The right of women to determine the nature of assistance they seek from us, including the involvement of non-violent male partners in family programs
- The right of women and children to live in a safe environment free from/of violence and discrimination

Objectives

- To provide a drop-in advice and support service to women in crisis
- To provide an information, referral and advice service to the local community
- To provide education, counselling, support and group work to women and girls in the Mt. Druitt district

- To advocate on behalf of clients and issues affecting women in the Mt. Druitt district
- To undertake projects that develop the options and opportunities of the Mt. Druitt community
- To provide free services to women who access our centre and services
- To develop and maintain strong community links through establishing networks within the community
- To facilitate community participation in determining the activities and future directions of the Centre
- To ensure the Centre is managed in the interests of women and children in the Mt. Druitt district

Current Projects

- Counselling

Short term crisis counselling (10 sessions) available 5 days per week for a range of issues

- Community Engagement

Develops and supports a range of projects and initiatives to resource and strengthen the local community, including education and interagencies.

- Staying Home Leaving Violence

A casework and brokerage model enabling women (and their children) ending a violent relationship to remain in their own home. This project will assess safety needs, and improve social, health, economic and legal outcomes for families as well as promote accountability for offenders of violence.

- Group work program

We offer a variety of social, health, education and self-help groups at the centre, including Yoga, Tai Chi, Belly dancing, Art, Book Club, Parenting Programs, Craft, Sewing, Meditation and Self-Healing as well as workshops including self-defence and first aid.

Find out more on [their website](#).

Some of the great benefits provided to employees...

- High level of diversity in role
- Be part of an organisation that is well established in the community as a safe place for women to seek assistance, support, learning, counselling, friendship and social activities
- Make a difference in women's lives every day
- Participate in a wide range of fun and informative community events and activities
- Boost your take home pay with Salary Packaging
- Enjoy above award leave provisions and team days

About the Opportunity...

This position provides support to women & children escaping domestic violence through intervention, case management and group work services. This role works closely with clients by assessing safety needs, seeking to improve social, health, economic and legal outcomes for families, reduce homelessness and promote accountability for offenders of violence.

The Staying Home Leaving Violence Program is funded by Department of Communities and Justice. The aim of the project is to provide casework and community development model enabling women (and children) ending a violent relationship to remain in their own home. Through supporting women who choose to stay in their own home this project will assess safety needs, seek to improve social, health, economic and legal outcomes for families, reduce homelessness and promote accountability for offenders of violence.

Position Details...

Status:	Part-Time
Total hours:	35hrs per week in total
Days of work:	To be negotiated
Award Coverage:	Salary and conditions of employment will be as described in the NSW SCHADS Award.
Salary:	Salary classified at Level 5. Pay Point to be determined with successful applicant based upon experience. Details of this hourly rate can be found on the Fair Work website.
Positions available:	There is 1vacant position being advertised.
Location:	Based in Mount Druitt, NSW
Travel:	Based at Mt Druitt location but works across the whole Blacktown LGA travel is required for meetings, events, outreach for clients at times.

Probationary Period...

A six-month probationary period applies to all positions at this employer from the date of appointment. A probationary review will be conducted prior to conclusion of this period.

Salary Packaging...

This employer has been endorsed as a Public Benevolent Institute (PBI). As such, they can offer their employees access to salary packaging benefits. Salary packaging offers significant tax benefits which present an opportunity for you to increase your take home pay by allowing you to take part of your income as a tax-free benefit. Salary packaging is completely voluntary but if you choose to utilise this, it can decrease your taxable income and therefore tax paid, increasing the amount you take home each pay period.

Child Related Employment...

This role is classified as child related employment and as such, the successful applicant will be required to provide a copy of current clearance of a paid employment type NSW Working with Children (WWC) check (under the Child Protection (Working with Children) Act 2012). A copy of the letter you received from the Office of the Children's Guardian confirming your identity, your NSW WWC check number and expiry date is suitable.

If you don't currently hold a NSW WWC check, you do not need to gain this prior to applying for this job. Please accept this as advanced notice that should you progress through the recruitment process as far as to being offered the role, you would need to agree to apply for a check without delay as it can take up to 4 weeks to process. Fees involved are generally tax deductible.

However, if you currently hold a WWC check from another state or you hold a volunteer type NSW WWC, legislation does allow for you to start in the role assuming you apply to transfer to a new paid employment check within 3 months. So again, please note you do not need to gain this prior to applying for this job.

For more information, please visit the [Office of the Children's Guardian website](#)

Pre-employment checks required...

The successful applicant will be required to participate in the following as part of the recruitment process:

- Right to Work in Australia
- Criminal Background Check
- COVID vaccination

COVID-19...

The services this employer is funded to provide to the community is categorised as an essential service so has remained open during COVID-19 shutdown periods. Just some of the measures this employer has adopted to ensure they are providing a COVID-SAFE workplace for their employees are:

- Daily cleaning of the premises and other items
- Social distancing
- Providing hand sanitizer
- Providing personal protective wear if needed
- Asking staff feeling unwell to remain home instead of coming in to work

Please note, this workplace is committed to keeping their staff and clients safe through a mandatory COVID vaccination policy for all employees due to the nature of the work including working with vulnerable members of the community.

The Position Description...

Staying Home Leaving Violence Caseworker

JOB DESCRIPTION

Position Title:	SHLV Caseworker
Reports To:	Manager, Services
Award and Conditions:	SCHADS Award, Level 5 (salary sacrifice and above award conditions apply)

The WASH House considers being a woman a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).

RESPONSIBLE FOR providing support, intervention, case management and group work for women and their children ending a violent relationship.

About the program:

Staying Home Leaving Violence (SHLV) is a casework and community development model enabling women (and their children) ending a violent relationship to remain in their own home or to leave home safely. Through supporting women who choose to stay in their home, caseworkers assess safety needs, seek to improve social, health, economic and legal outcomes for families, reduce homelessness and promote accountability for offenders of violence.

The WASH House SHLV program covers the Blacktown Local Government Area, and is staffed by caseworkers. The position is primarily based in Mt Druitt but can include travel and outreach across the LGA.

DESCRIPTION OF DUTIES

KEY RESULT AREAS

- Case Management
- Community Development
- Quality Activities
- Teamwork

1. CASE MANAGEMENT

- Facilitate a service model to support women (and their children) to safely remain in their home or a home of their choice following domestic violence.
- Provide outreach, advocacy and casework service to women leaving domestic violence relationships.
- Provide clients with intensive assistance to stabilise their personal circumstances and assist them out of crisis.
 - Undertake comprehensive risk assessment and safety audits.
 - Implement safety planning and strategies including provision of personal and home security devices.
- Assist and support women to enhance their existing coping skills, problem solving skills and ability to mobilise resources.
 - Identify and prioritise client groups currently unable to access support options and develop a clear understanding of client needs.
 - Liaise with Police and Courts regarding removal of the violent partner from the home.
 - Develop and maintain referral pathways and protocols.
 - Participate in the WDV CAS court support roster at Mt Druitt and / or Blacktown local courts (on a roster basis with the SHLV team).

2. COMMUNITY DEVELOPMENT

- Develop and maintain networks (under formal or informal partnership agreements) with relevant agencies including:
 - NSW Police Area Commands
 - Department of Communities and Justice
 - Women's Domestic Violence Court Advocacy Services (WDVCAS)
 - Local Courts
 - Temporary Accommodation agencies including women's refuges
 - Legal, health and support services
- Influence and create positive change for women and children through effectively collaborating with sector stakeholders
- Support collaborative and workable partnerships with community partners and NGOs to integrate service provision at a local level
- Encourage co-operative work practices and facilitate innovative approaches to issues of common concern within the community sector
- Participate in committees, forums and working groups as required by service agreement and/or WASH House priorities.

3. QUALITY ACTIVITIES

- Commit to ongoing quality improvement, and participate in regular reviews and evaluation of the project
- Maintain a high standard of record-keeping
- Supply statistics and other related information on workloads, produce reports as required, and initiate/answer any correspondence as required
- Data collection and liaison with other NSW Staying Home, Leaving Violence projects
- Participate in regular clinical supervision, and attend seminars, lectures, conferences and supervision as required for professional development.

4. TEAMWORK AND GENERAL DUTIES

- Demonstrate an active, dedicated commitment to the WASH House Vision and Philosophy
- Promote a positive image of The WASH House

- Market WASH House vision to all stakeholders
- Uphold the standards of Work, Health & Safety and the principles of EEO
- Contribute and participate in organisational decisions involving the development of the WASH House and its services & products
- Model the principles of participation, partnership, collaboration and learning
- Participate in and contribute to team meetings
- Participate in team staff development and in-service training as appropriate
- Attend seminars, lectures, conferences and supervision as required for professional development
- Support daily routine of the WASH House facility.

5. GENERAL

- Maintain client records, reports and other documentation as required by the WASH House
- Support and adhere to the WASH House staff Code of Conduct, and WASH House policies and procedures
- Maintain a working knowledge of relevant legislation relating to child protection and mandatory reporting
- Other duties as required from time to time consistent with the level of the position.

Recruitment process...

- You may be invited to initially participate in a brief telephone interview to discuss your application further and your suitability for the role
- Short listing of applicants for interview and notification is normally completed within a one to two-week period. Likewise, unsuccessful applications will be notified in this timeframe also
- It is standard practise to interview with a Selection Panel comprised by the employer themselves. The final decision of applicant suitability rests with them and is based on the Selection Criteria.

How to Apply...

To apply, please send us your resume including details of your previous work history as well as your educational achievements.

But don't leave it there – include a cover letter (either written or video) that tells us a little more about yourself and why you are applying for the position.

You may also be asked to answer some questions about the selection criteria mentioned in the advertisement and you can do that simply by filling out the questionnaire online (hint – if you have answers typed out in a Word document you can simply copy and paste them into the online form when you're ready).

Answering these questions doesn't to be a lengthy process, a few sentences to each is fine. It's all about allowing us a chance to get to know you a little deeper in things that might not be covered specifically in your just your resume.

When you've got these documents ready to go, head over to our website to fill out the online application form:

www.totalworkforceservices.com.au

Receipt of your application will be confirmed by email.

Still looking for more information?

If you have any questions or would like to talk a bit more about this job before applying, please call us on (02) 4555 4634 or email jobs@totalworkforceservices.com.au

Thank you for your expression of interest regarding this great opportunity.

Good Luck!