

## Position Description

### **Domestic and Family Violence Specialist Worker**

The Domestic and Family Violence (DFV) Specialist Worker undertakes key tasks at the direction of the WDV CAS Manager.

It is recommended that this role is remunerated in with line with a Grade 4 (minimum) for a Social and Community Service Employee under the *Social, Community, Home Care and Disability Services Industry Award 2010* (Cth).

#### *Responsibilities of this role*

The work of the DFV Specialist Worker includes, but is not limited to, the following duties:

- • Accepting electronic referrals from the CRP and non-electronic referrals direct from government agencies and non-government services;
- • Contacting clients referred to the WDV CAS in a timely manner, conducting a threat assessment to ascertain their current risk status and undertaking safety planning to address a client's immediate safety needs;
- • Liaising with the SAM Coordinator to ensure all clients assessed as 'at serious threat' are placed on the agenda for the next SAM when necessary;
- • Providing relevant information and making warm referrals to a range of service providers to assist clients with their ongoing needs;
- • Liaising with clients in relation to Safety Action Plans developed at SAMs and/or support provided, or arranged, by the WDV CASs;
- • Engaging in community development activities;
- • Attending court on AVO list days and other days as required to provide information, assistance and court advocacy for WDV CAS clients as directed by the WDV CAS Manager;
- • Developing and maintaining 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;
- • Complying with the SAM Manual and the Domestic Violence Information Sharing Protocol;
- • Fulfilling reporting requirements for the WDV CAP database and the CRP in line with the WDV CAP Service Agreement, the WDV CAP Policy and Procedure Manual and SAM Manual; and
- • Assisting the SAM Coordinator to develop and administer policies, systems and processes for the effective operation of the WDV CAS and SAMs.

#### *Essential knowledge and skills*

- • Understanding of domestic and family violence, its complexities and consequences;
- • Knowledge and understanding of the criminal justice response to domestic and family violence including AVO applications and criminal prosecutions and related

- legal matters such as family law, care and protection, migration and victim's compensation issues;
- • Ability to deliver services in accordance with the WDV CAP best practice model of service delivery outlined in the WDV CAP Service Agreement, this Policy and Procedure Manual, the SAM Manual and operational documents;
- • Ability to work with the local community to promote awareness of domestic and family violence and WDV CAS services;
- • Excellent communication skills, particularly in negotiation, advocacy and conflict resolution;
- • Demonstrated ability to engage effectively with clients in crisis and provide appropriate, trauma-informed support;
- • **Excellent organisational and administrative skills; and**
- • Current clearance in relation to Working with Children and relevant NSW Police Force checks.

### *Accountability*

To the WDV CAS Manager.