

WDVCAS Hearing Support Worker – Position Description

The Hearing Support Worker assists clients in regard to defended hearings in the Local Court for Apprehended Domestic Violence Order and/or domestic and family violence related criminal charge matters. The aim of the role is to empower clients to safely participate in the court process and attend hearings.

Responsibilities of the role

The work of the Hearing Support Worker includes, but is not limited to:

- Contacting clients in a timely manner, assessing risk and undertaking safety planning in relation to clients' attendance at court for hearing
- Explaining the court process and accompanying clients to court for hearing
- Liaising with Police and court staff to ensure clients have access to remote witness facilities/AVL, safe rooms, qualified interpreters and other supports as needed
- Liaising with Police, Sheriff's officers and court staff to support clients' safety at court (e.g., to prevent harassment or intimidation by defendants)
- Where the accused is self-represented, working with Police and court staff to arrange a Court Appointed Questioner where available to ask questions on behalf of the accused
- Arranging assistance with transport and childcare for clients to enable attendance at hearing
- Assisting with the organisation of Police Prosecutor Clinics and attending the clinics each month
- Liaising with the SAM Coordinator about clients at 'serious threat'
- Providing relevant information and making referrals to assist clients with their ongoing needs
- Developing and maintaining strong working relationships with key partners including Police, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services
- Complying with the WDV CAP Policy and Procedure Manual, the Domestic Violence Information Sharing Protocol and other relevant documents
- Fulfilling reporting requirements as needed.

Essential knowledge and skills

- Excellent organisational skills
- Excellent networking skills
- Excellent communication skills, particularly in negotiation, advocacy, and conflict resolution
- Knowledge of the dynamics, complexities, and legal and social welfare consequences of domestic and family violence
- Understanding of the criminal justice response to domestic and family violence including ADVOs and criminal prosecutions
- Knowledge of 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 model of service delivery outlined in the WDV CAP Policy and Procedure Manual and other relevant documents
- Current clearance in relation to Working with Children and relevant NSW Police Force checks.

Accountability

To the WDV CAS Manager or Assistant Manager