

POSITION DESCRIPTION



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| POSITION TITLE | Specialist Domestic and Family Violence Case Worker |
| REPORTING TO | Coordinator Domestic and Family Violence Programs |
| DEPARTMENT | Service Delivery |
| CLASSIFICATION | SCHADS Level 4 |

THE ROLE

The Specialist Domestic & Family Violence Case Worker is responsible for the provision of trauma informed support, case management and client focused casework to victim/survivors of domestic and family violence (DFV) and their families.

KEY RESPONSIBILITIES

- Provide support to victim/survivors of domestic and family violence within a trauma informed environment.
- Undertake documented safety planning with clients to address their immediate safety needs.
- Provide assessment, case planning and coordination of services to meet the needs of the client.
- Undertake client-focused casework to implement case plans including information and advice, referral, advocacy and counselling.
- Monitor and evaluate the effectiveness of the services being delivered to clients.
- Make warm referrals to a range of agencies and services to assist clients with their ongoing needs.
- Develop and maintain strong working relationships with key partners including local government and non-government referral agencies, in order to facilitate client access to those agencies and services.
- Fulfil data entry, administration, case note and reporting requirements in line with our Service Agreements as required.
- Undertake other tasks as required.

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Qualifications in social work, psychology or community welfare, or equivalent in professional work experience
- Demonstrated understanding of the issues related to domestic, family and sexual violence, the criminal justice response, legislation in relation to apprehended domestic violence orders (ADVOs) and an understanding of the family law system and child protection system.
- Experience providing case management roles to women and children who are experiencing DFV and/or homelessness, or working with children and young people with experiences of DFV (strongly desirable)
- Demonstrated experience in case management, trauma informed practice and strengths-based approaches to achieve client outcomes. Demonstrated ability to manage complex caseloads, effectively plan and prioritise work and excellent time management skills.
- Excellent written and verbal communication skills.
- Proficiency in case note taking, case planning, safety planning and using online Client management System (CMS)
- Proficient in Microsoft Office.

Current at May 2023

POSITION DESCRIPTION



- A current NSW Driver's license.
- Current Working with Children Check.
- Ability to work autonomously, and in a hybrid work environment, as a lone worker.