

POSITION DESCRIPTION



POSITION TITLE:	Trainee Case Worker, Domestic and Family Violence
REPORTING TO:	Coordinator, Domestic and Family Violence Programs
DEPARTMENT:	Service Delivery
CLASSIFICATION:	SCHADS Level 3

THE ROLE

The trainee case worker will be shadowing all specialist DFV case workers in most areas of service delivery including, but not limited to, responding to phone and email enquiries, managing and arranging appointments and assisting with intake and assessment.

The trainee case worker will also be required to perform, basic office and administration tasks, as well as attending and minuting any external meetings the Coordinator approves to be necessary and appropriate, within a trauma informed environment.

KEY RESPONSIBILITIES

Duties

- Perform basic administration tasks such as answering phone calls and emails to the service, within a specific time frame
- Assist specialist DFV case workers with the intake and assessment of clients
- Attend external meetings, as approved by the Coordinator and assist in taking minutes for both internal and external meetings and program team meetings when needed
- Provide support and assistance to clients on the premises in a trauma informed space, while always maintaining confidentiality, and seeking direction from the Coordinator and specialist DFV case workers
- Comply with all organisational policies and procedures
- Other tasks as assigned

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Enrolled or working towards a Tertiary Qualification in Social Work, Counselling or Community Development (highly desirable but not essential)
- Experience or work experience school based, in a similar role or not for profit, with demonstrated experience (highly desirable but not essential)
- Basic knowledge of DFV services or the Community Services sector
- Ability to build strong relationships at all levels based on trust and collaboration
- Sound communication and interpersonal skills
- Adapts well to and can learn, drive, and advocate for change
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries
- Team player who is approachable with strong interpersonal and listening skills together with the ability to empower
- Valid state-based working with children check (WWCC)

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Current at July 2024