

POSITION DESCRIPTION



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

To provide crisis support, case management and client focused casework to victims of domestic and family violence (DFV).

KEY RESPONSIBILITIES

Duties

- Provide support to victims of domestic and family violence at times of crisis
- 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 and reporting requirements in line with our Service Agreements as required
- Other tasks as assigned

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Recognised tertiary qualifications (or nearing completion) in social work, psychology or community welfare
- Demonstrated understanding of the issues related to domestic violence, the criminal justice response to domestic violence, legislation in relation to apprehended domestic violence orders (ADVOs) and an understanding of the family law system and child protection system
- 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
- Proficient IT skills in Microsoft Office
- A current NSW Drivers licence
- Current Working with Children Check or ability to obtain

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At YWCA Australia, we live our values every day

