

## POSITION DESCRIPTION

<b>Position:</b>	<b>CASEWORKER – DOMESTIC VIOLENCE</b>
<b>Location:</b>	Dubbo, New South Wales
<b>Award:</b>	Social, Community, Home Care and Disability Award 2010 (SCHADS) Level 4.1
<b>Status:</b>	Permanent, Full-time 35 hours per week / Part time minimum 28 hours a week, subject to ongoing funding.
<b>Work Hours:</b>	9:00 am to 4.30 pm (30 min lunch break)
<b>Salary:</b>	\$80,000 - \$85,192 per annum plus superannuation. Fringe benefits, packaging available, relocation stipend negotiable.
<b>Conditions</b>	Probationary period six (6) months
<b>Responsible to</b>	<b>Direct:</b> DVU Principal Solicitor , DVU Senior Solicitor <b>Indirect:</b> Executive Officer

## Organisation Overview

Western NSW Community Legal Centre (WNSWCLC) is a not-for-profit organisation dedicated to promoting access to justice for people experiencing disadvantage across Western New South Wales. We offer free legal advice, representation, community education, and referrals to ensure our communities are informed, supported, and empowered.

Based in Dubbo, our team delivers regular outreach to more than a dozen regional and remote communities, including Bourke, Mudgee, Walgett, Lightning Ridge, Cobar, Nyngan, and local correctional centres.

The specialist unit, Western Women's Legal Support (WWLS), plays a vital role in supporting women and their children affected by domestic and family violence. WWLS provides culturally safe, trauma-informed legal and non-legal support to help clients move forward with confidence and safety.

WNSWCLC is committed to working with compassion, respect, and a non-judgmental approach to ensure every client feels heard and supported. We also advocate for systemic change through law reform and empower the community through legal education.

## Position Overview

The Caseworker – Domestic Violence is an integral role within Western Women's Legal Support (WWLS), the specialist domestic violence unit of Western NSW Community Legal Centre (WNSWCLC). This position is focused on providing non-legal support to women and children affected by family and domestic violence.

The Caseworker will assist female victims (and their children) by conducting initial safety assessments and identifying their non-legal support needs. The role includes providing various forms of assistance, and aims to:

- Provide trauma-informed, culturally appropriate, and non-judgmental assistance to women and children experiencing domestic violence.
- Offer non-legal support, including safety planning, crisis accommodation, and referrals to relevant services.
- Collaborate with local communities and organisations to raise awareness and build capacity in addressing domestic violence.

Engage in advocacy efforts and contribute initiatives to enhance the rights and support for domestic violence survivors.

- Engage in advocacy efforts and contribute to law reform initiatives to enhance the rights and support for domestic violence survivors.
- Ensure services are accessible and respectful to diverse communities, including First Nations, culturally and linguistically diverse, and gender and sexually diverse individuals.

## Duties and Responsibilities

### 1. Client Work

- Provide support and information to women and children affected by domestic violence.
- Develop a clear understanding of client needs and conduct a comprehensive risk, safety, and needs assessment for each client.

- Create Case Management Plans tailored to meet the unique needs of each client.
- Provide assistance to clients either face-to-face or over the phone, based on their preferences and needs.
- Undertake ongoing casework, supporting clients in accessing police, courts, and other relevant services.
- Deliver culturally responsive services that cater to the cultural needs of clients.
- Maintain close communication with domestic violence solicitors to ensure comprehensive management of client needs.
- Conduct outreach trips, including overnight stays, to provide client services in regional or remote areas.

## **2. Participate in law reform activities**

- Identify systemic legal issues that lead to injustice for disadvantaged individuals, advocating for law reforms.
- Contribute to drafting law reform submissions for parliamentary inquiries, either on behalf of the Centre or in collaboration with other community services and legal organisations.

## **3. File management**

- Conduct regular file reviews to ensure ongoing casework is documented and tracked effectively.
- Attend regular casework meetings to discuss client progress and case management.
- Adhere to relevant casework and file management policies and procedures to ensure compliance and consistency in service delivery.

## **4. Community Legal Education**

- Assist in delivering community legal education sessions to community groups to raise awareness of legal rights and resources.

- Identify the need for community legal education in various communities, focusing on areas with high demand or gaps in legal knowledge.
- Prepare and deliver community legal education sessions on relevant legal topics, tailored to the specific needs of community groups.
- Collect feedback from participants via feedback forms to evaluate the effectiveness and impact of sessions.
- Undertake outreach trips, including overnight stays, to conduct community legal education sessions in regional or remote areas.

## **5. Networking and Training**

- Build and maintain strong referral networks with community service-based and government organisations to ensure smooth client referrals.
- Establish and strengthen relationships with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse organisations to enhance service delivery.
- Develop and maintain connections with other legal practitioners in the region, including Legal Aid and Aboriginal Legal Service, to ensure comprehensive support for clients.
- Foster relationships with other community legal centres and pro bono law firms, to expand support for clients.
- Attend the National Association for Community Legal Centres (NACLC) National Conference as required to stay informed on law reform, trends, and best practices in community legal services.
- Participate in CLCNSW Quarterly Meetings as required to network, share updates, and engage in sector-wide discussions.

## **6. Organisation expectations**

At WNSWCLC, every team member plays a vital role in building a fairer, more just society. As part of our team, you will be expected to:

- **Live Our Values:** Demonstrate your commitment to justice, equity, and compassion through your daily actions and decisions, embodying the WNSWCLC core values of respect, integrity, and community.
- **Uphold Standards:** Comply with all WNSWCLC policies and procedures, ensuring your work meets the highest professional and ethical standards.
- **Work Collaboratively:** Be an active part of a supportive, multi-disciplinary team where knowledge-sharing, empathy, and mutual respect are central to how we work.
- **Contribute to Growth:** Participate in the development, review, and refinement of WNSWCLC policies and practices, ensuring they stay responsive to community needs and sector best practices.
- **Stay Accountable:** Collect data and prepare timely reports in line with the Centre's requirements and obligations to funding bodies, contributing to transparency and continuous improvement.
- **Engage with Leadership:** Prepare regular reports for the Management Committee and actively participate in staff meetings and strategic planning days, where your input helps shape the direction of the WNSWCLC.
- **Pitch In Where Needed:** Assist with day-to-day administrative tasks, whether that's answering phones, making client appointments, or helping a colleague, because we believe no task is too small when it supports the greater good.
- **Be a Team Player:** Step in to assist with client work when colleagues are on leave, ensuring continuity of service and support for clients.
- **Support Rural Access to Justice:** Travel independently or with colleagues to rural and remote communities, correctional centres, and other outreach locations, including overnight stays (if required), delivering essential legal services to people who need them most.

- **Stay Adaptable:** Take on additional duties as needed, showing flexibility and commitment to the evolving needs of WNSWCLC and the communities, we serve.
- **Respect Client Privacy:** Strictly adhere to the WNSWCLC's Information Barrier policy and procedures, safeguarding the confidentiality and trust of all clients.

## Selection Criteria

### Essential

1. Tertiary qualification of Diploma in social work, welfare or related discipline or equivalent experience.
2. Demonstrated understanding of domestic violence, its complexities and consequences
3. Demonstrated ability to identify individual client's needs and develop case management plans appropriate for clients.
4. Demonstrated experience in working with victims of domestic and family violence, including case management.
5. Demonstrated experience and knowledge in undertaking safety planning and risk assessments for women and their children experiencing domestic violence
6. Demonstrated ability to build networks and referral pathways
7. Demonstrated understanding of, and commitment to, social justice issues for marginalised people, particularly Aboriginal and Torres Strait Islanders, and those experiencing economic, social and cultural disadvantage and lack of access to legal services
8. High level oral and written communication skills including ability to work in an electronic environment.
9. Current NSW Driver's Licence and ability to travel regularly, including overnight stays.

## Desirable

1. Previous experience working within a Community Legal Centre, women's support service, or social justice organisation.

## CERTIFICATION

### WNSWCLC AUTHORISED OFFICER

I have reviewed and confirmed that this Position Description accurately reflects the role requirements.

<b>Full Name</b>	
<b>Position</b>	
<b>Signature</b>	
<b>Date</b>	

### EMPLOYEE

I have read and agree to the duties and responsibilities outlined above. I acknowledge this document indicates the role and that I may be required to perform additional duties aligned to my skills and capabilities, as needed.

<b>Full Name</b>	
<b>Position</b>	
<b>Signature</b>	
<b>Date</b>	

This job description may be reviewed from time to time and/or in conjunction with your performance reviews.



Development Date	Review Date	Next Review Date
July 2023	June 2025	