

**JOB DESCRIPTION**
  
**Program Manager**

<b>Location</b>	Alice Springs
<b>Position Status</b>	Full-time (part-time will be considered)
<b>Hours of Work</b>	Monday to Friday (8.30am – 5:00pm)
<b>Duration</b>	2-year contract subject to satisfactory completion of a 6 month probationary period.
<b>Other Conditions</b>	Due to the nature and requirements of this role, applicants are required to be female.
<b>Apply via email</b>	recruitment@cawls.com.au

**Salary and Conditions**

- A competitive salary is offered depending on relevant qualifications and experience. Generous salary sacrificing is available.
- The Employer pays superannuation at 12%, six weeks annual leave, 12 days personal leave and other leave as per National Employment Standards.
- A supportive workplace dedicated to developing employee wellbeing and resilience.
- Excellent training and Professional Development opportunities.

**Accountability**

- The position reports to CAWLS Senior Management Team.
- Employment is subject to the completion of a six-month probationary period, which may be extended.
- The employee will be subject to an annual performance review linked to objectives set out for the position.

**Our Values**

**Responsive and trustworthy • Inclusive and empowering • Collaborative and accountable**

**Agency Overview**

Central Australian Womens Legal Service delivers a holistic, culturally safe, trauma informed intensive service model across the Central Australia & Barkly regions.

At CAWLS we aspire for a future where women and their children are safe, living with dignity and respect. Our purpose is to help women in Central Australia and the Barkly Regions with their legal matters and other inter-connected issues; providing legal assistance, community legal education, and specialised support services for those affected by domestic violence.

CAWLS operates a Commonwealth funded Specialist Domestic Violence Unit and Health Justice Partnerships in Alice Springs and Tennant Creek. Through Health Justice Partnerships, CAWLS provides ongoing education and training for health service providers assisting them to identify and respond to disclosures of family violence.

CAWLS objectives are:

- To provide free and confidential legal assistance and wrap-around support;
- To increase legal literacy and understanding through the provision of legal education;
- To enable professionals to identify, support and refer victims of domestic violence to appropriate services;
- To advocate for law and policy reform seeking changes beneficial to our clients.

**CAWLS is funded by the Commonwealth Attorney-General's Department, the National Indigenous Australians Agency and the Northern Territory Government.**

## **Primary Objectives**

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The primary objectives of the role are to;

- Lead the development and implementation of a pilot Domestic, Family & Sexual Violence (DFSV) program:
  - o Developing partnerships with identified primary healthcare providers (such as GP clinics and allied health providers) to provide education and referral support in response to managing disclosures of DFSV;
  - o Developing and delivering tailored, ongoing and scaffolded education and professional development and support to frontline staff within partner organisations;
  - o Auditing and re-developing referral processes and resources to assist partner services identify, assess and respond to disclosures of DFSV;
  - o Provide accessible secondary consultation support to partner services in relation to identification of DFSV, risk assessment and risk management.
- Develop and facilitate a community of practice for frontline primary health care workers responding to DFSV in Central Australia and the Barkly.
- Work with the CAWLS Management Team for the overall success of the pilot service, fulfilling obligations pursuant to funding agreements and ensuring the service is compliant with all regulatory requirements.

## **Key Duties**

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### **Education, training and professional development duties**

- Develop trusted relationships with primary health care providers, including formalisation of relationships around the provision of education and professional development, development of referral pathways and processes and provision of secondary consultation support.
- Oversee and contribute to the development and delivery of high-quality legal and socio-legal education, training and professional development to health professionals and community services workers, in relation to identifying and responding to disclosures of DFSV including through the development of eLearning tools, that is consistent with the NT DFSV Risk Assessment and Management Framework;
- Supervise the Project team, providing leadership, guidance and mentorship in collaboration with the Senior Management Team.
- Maintain a continuous improvement approach in relation to the production of education materials and online resources and the delivery of training packages for partner organisations;
- Establish processes for review, evaluation and modification of referral processes within partner service, and support the Project team members to conduct audits and provide support for each partner service to respond to disclosures consistently with the NT DFSV Risk Assessment and Management Framework.
- Establish clear processes for managing a secondary consultation service embedded within a community legal centre, working with the Senior Management Team to ensure compliance with confidentiality and trauma-informed principles, in addition to mandatory reporting obligations.
- Manage the ongoing evaluation of the pilot program, including reporting against key KPI's, establishing an evaluation framework and monitoring implementation.
- Develop and strengthen networks and engage the support and involvement of a range of individuals and organisations that will engage with the pilot program.
- Perform other duties as directed and necessary to the proper performance of the role.
- Ensure relevant and appropriate records are kept including some data entry on CLASS data collection system, and provide written reports as requested.
- Undertake training/professional development in consultation with the Education & Policy Manager and/or Senior Management Team.

### Hours of Work

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The position is offered as a four day per week (30 hours) or a full time position (37.5 hours). Out of hours work will occasionally be required as some training may need to be delivered in the evening. In addition, from time to time, there are meetings, workshops and functions that may be held out of hours.

### Selection criteria

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Essential:

1. Certificate IV in Training and Assessment (TAA40104 or TAE40110) or equivalent, **and/or** significant experience in designing and delivering adult group training.
2. Demonstrated understanding of the dynamics of domestic, family and sexual violence as it affects women and children.
3. Experience as an adult educator and/or facilitator with excellent public speaking skills;
4. Experience in developing training using e-learning methods;
5. Significant experience in consultation and design of adult education, including training needs assessment and evaluation methods.
6. Demonstrated commitment to reducing barriers to access to justice for disadvantaged groups, particularly women and children at risk of experiencing domestic, family and sexual violence.
7. Demonstrated ability to draw on experience working with client groups who may be reluctant to disclose legal issues or domestic, family and sexual violence.
8. Excellent interpersonal, oral and written communication skills including the ability to communicate with a diverse range of stakeholders in a professional and respectful manner.
9. Highly motivated, with the ability to work well under pressure and prioritise competing demands.
10. Demonstrated ability to work autonomously as well as collaboratively in a team environment
11. Personal commitment to reflection and self-care to build resilience and minimise the impact of vicarious trauma.
12. Current NT Driver's License, NT Ochre Card & Criminal History check (or the ability to obtain).

Desirable:

- Formal project management experience.
- Familiarity with and experience implementing the NT DFSV Risk Assessment and Management Framework.
- Experience managing a small team.
- Experience delivering training to the health sector
- Previous experience working in specialist DFSV service.
- Demonstrated understanding of the health service sector and the legal sector.
- Experience working with people from Culturally and Linguistically Diverse (CALD) / Aboriginal and Torres Strait Islander backgrounds.



### **Information for Applicants**

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All CAWLS staff and volunteers are required to:

- Support and demonstrate CAWLS values and ethics
- Act at all times in accordance with CAWLS Code of Conduct, confidentiality agreement and policies which may be amended from time to time.
- Comply with CAWLS Work Health Safety Policies and practices
- Support a child safe organisation, undertake a police check prior to commencement and hold a current NT ochre card at all times.
- Participate in yearly performance appraisal.

The application should include a cover letter to address the selection criteria, a detailed resume/CV, and two referees.

**Apply via email:**     [recruitment@cawls.com.au](mailto:recruitment@cawls.com.au)

For more information contact: Alice de Brenni  
CAWLS Operations Manager  
(08) 8952 4055  
[recruitment@cawls.org.au](mailto:recruitment@cawls.org.au)