



JOB DESCRIPTION

CAWLS WOMEN'S SUPPORT WORKER

Location	Alice Springs
Position Status	Full-time
Hours of work	Monday to Friday, 8.30am – 5pm
Duration	The position is subject to satisfactory completion of a 6 month probationary period and ongoing funding.
Other conditions	Due to the nature and requirements of this role, applicants are required to be female.

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 and other inter-connected matters; providing legal assistance and other specialised support services for those affected by domestic violence.

Our objectives are:

- To provide free and confidential legal and connected non-legal assistance;
- To increase legal & financial literacy and understanding through the provision of 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

The **CAWLS Women's Support Worker** will

- ensure CAWLS objectives are met by contributing to daily operations as directed by the Management Team.
- work across shared duties, working to support both CAWLS legal and non-legal/support/Front of House team and,
- be an integral player to the courts' and CAWLS organisational response to domestic and family violence.
- As part of a team, contribute to the implementation of the Specialist Approach to Domestic Violence at the Alice Springs Local Court.

The role of this team is to enhance the safety of women and children who attend at Court experiencing family violence and hold perpetrators of family violence accountable for their actions. The person in this position will report to the team members regarding the continuous improvement of the Court's response to family violence.

The team includes:

- DV Registrar
- MOARS Worker (to support men who use violence)
- Police prosecutors
- The DPP
- Witness Assistance Services
- Women's Safety Services of Central Australia (WoSSCA) Victim Support and Advocacy Service
- Lawyers

The **CAWLS Women's Support Worker** will establish and maintain relationships with community agencies and support services ensuring effective referrals are made prioritising the safety of family violence applicants.

The **CAWLS Women's Support Worker** will provide non-legal information and support at the court premises to persons who have experienced family violence, assess their immediate safety risks, develop safety plans, and refer to appropriate agencies within the community for ongoing support, counselling and longer-term safety planning. Information collected from the client and other support services will then inform the contents of a court report which will be handed up for the Judges consideration.

The **CAWLS Women's Support Worker** will be required to undertake administrative duties within the Front of House team from time to time, ensuring delivery of services in an efficient and effective manner. This includes running day-to-day administrative duties from client intake to phone answering and data collection in collaboration with other Front of House team.

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.
- Relocation expenses are available for interstate candidates as per CAWLS policy.

Accountability

- The position reports to the Senior Management Team through the Practice Manager
- 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.

Key Responsibilities

The work of the **CAWLS Women's Support Worker** involves the following key duties:

- Provide support to women at the court premises who have experienced domestic or family violence, by assessing their immediate non-legal needs and safety risks.
- Provide support for the Criminal law and Generalist clients as required.
- Follow CAWLS procedures to manage client privacy, confidentiality and consent.
- Undertake informed and considered risk assessments and develop appropriate safety plans for clients, considering the needs of children in risk assessment and make appropriate referrals and links with child protection services as appropriate.

- Maintain and implement a client engagement and referral strategy, providing information and referrals to external service providers and community agencies where appropriate.
- Refer clients to ongoing supports, case management and programs to address safety counselling and other needs as appropriate.
- Meet statutory obligations as Mandatory Reports in cases of women, children and young people at risk of harm.
- Collect feedback from clients regarding the court support processes.
- Attend the Family Safety Framework meetings.
- From time to time, assist the Front of House team including answering phone calls, attending to clients who present at the front counter, conflict checks and booking clients in for appointments and other general administration duties required to run an efficient office environment.
- Maintain accurate, confidential client records using a computerised database and case management system and provide statistical reports in line with organisational standards.
- Data entry into CLASS data base and excel spreadsheets.
- Collect and analyse statistics and other information to prepare reports and documents, as required
- Prepare reports as required by the team and CAWLS management regarding services provided (including numbers of persons supported, support given, referrals made), external communications and meetings attended.
- Participate in peer support activities and professional development activities.
- Operate effectively and harmoniously as a member of the CAWLS team and contribute to continuous improvement of concept and service delivery, attending regular staff meetings as required.
- Ensure compliance with CAWLS policies and procedures.
- Assist the Management Team with other tasks as required.

Selection Criteria

1. A relevant tertiary qualification in social work or an equivalent discipline, and/or experience as a social worker or equivalent.
2. Previous experience working with people who have experienced family violence and the family violence service system in the Northern Territory and knowledge and understanding of the issues facing women seeking access to justice.
3. Experience working with Aboriginal clients and communities.
4. Experience in liaising with family violence support services and other agencies and developing networks and contacts in other associated services.
5. A demonstrated understanding of the dynamics of domestic and family violence, cultural safety, trauma-informed practice, mental health, alcohol and drug issues.
6. Demonstrated written and oral communication skills with a particular ability to communicate effectively with vulnerable people from a diverse range of cultural backgrounds.
7. Demonstrated experience and skills in the provision of support, crisis containment, risk assessment, and case coordination.
8. Demonstrated understanding of the Northern Territory Domestic and Family Violence Act, the Family Safety Framework, risk assessment procedures and police procedures in relation to domestic and family violence.
9. Demonstrated ability in office procedures including word processing, file

management, data entry and reporting and proficiency in the use of database systems and computer software programs in particular MS Word & MS Excel and Outlook.

10. High level of customer service and demonstrated ability to maintain client confidentiality and illustrate an awareness of the issues relating to client confidentiality and privacy within the community and the work environment.
11. Demonstrated ability to work collaboratively within a multidisciplinary team with limited supervision, and effective time management skills, ability to prioritise and organise workload and show initiative including problem solving.
12. Current NT Police Check & Working with Children Check (ochre card) or capacity to obtain & a current NT driver's licence.

Desirable:

- Experience in the delivery of support services to women who are currently in or at risk of entering the criminal justice system.
- Experience working with Aboriginal people and in remote environments.
- Previous experience in a Community Legal Service or similar organisation and understanding of conflict in a legal environment.
- Training in the use of Family Safety Framework

Information for Applicants

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
- 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, an address to the selection criteria, a detailed resume/CV, and two referees.

The application is to be submitted to recruitment@cawls.com.au using the subject line: '**CAWLS Women's Support Worker**'.

For more information contact Alice de Brenni, Operations Manager on 89524055 or recruitment@cawls.com.au