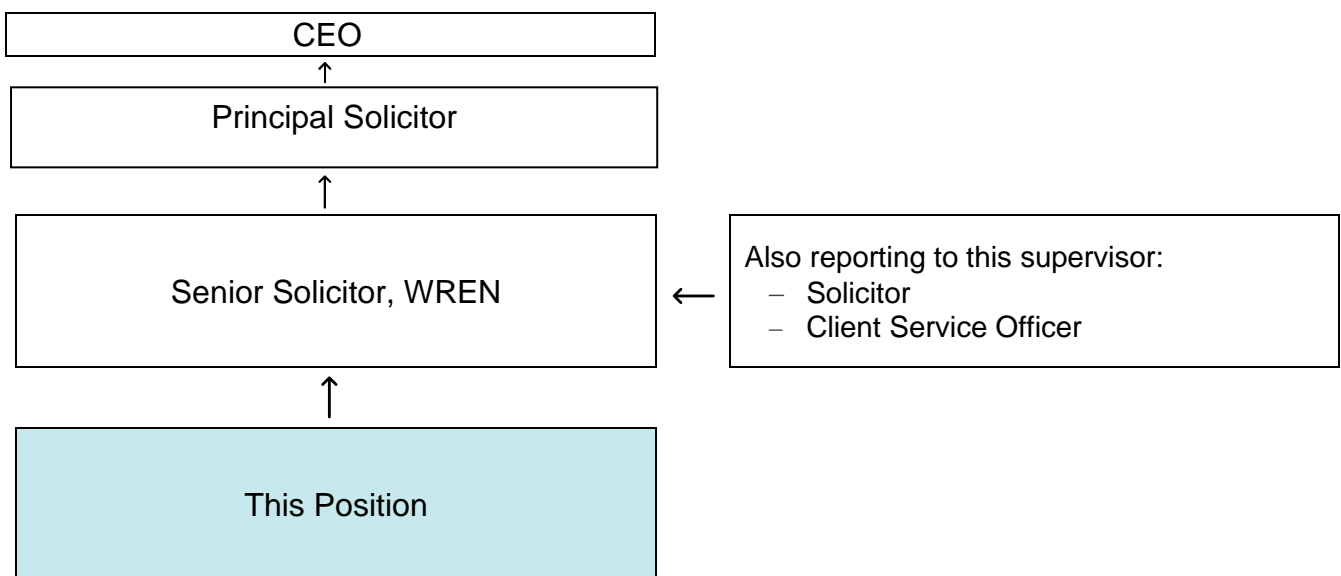


Job Description Form

Client Advocate

Reporting Relationships



Directly reporting to this position: N/A

Other positions under control: N/A

Prime Function / Key Responsibilities:

The Client Advocate works within a multidisciplinary team of legal and social service staff, including solicitors, financial counsellors and tenancy advocates, to provide advocacy, support, information and case management to women and child victims of family and domestic violence.

Provides holistic assistance with a focus on a client centred approach, determining the client's needs through a comprehensive psychosocial assessment. The role liaises with professionals across medical, judicial, government and non-government sectors.

Contributes to relevant project management, submissions and funding proposals within the family and domestic violence sector.

Brief Summary of Duties (%)

1. Case Management (70%)

- 1.1 Work within multidisciplinary team to provide a client-centred, integrated and holistic service with clear planning.
- 1.2 Provide information and support to women experiencing family and domestic violence, including but not limited to, paralegal support to women with restraining order matters, risk assessment, safety planning, financial and housing issues.
- 1.3 Provide outreach support and client advocacy through correspondence with various agencies and attendance at relevant multi-agency meetings for clients.
- 1.4 Work with relevant services for client referral pathways as required, including access to Police and Courts.
- 1.5 Maintain clear, factual and detailed case notes in a professional and confidential manner.

2. Community Development (20%)

- 2.1 Engage and participate in community development and partnership projects with key stakeholders.
- 2.2 Development, contribution, and assistance with the delivery of community legal education activities when required.
- 2.3 Support development and contribute toward funding proposals and relevant submissions.
- 2.4 Assist with the research, production, and evaluation of projects and resources that respond to the needs of women in domestic violence.
- 2.5 Support coordination and management of organisation programs related to prevention and early intervention.

3. Agency Responsibilities & Accountability (10%)

- 3.1 Participate in team meetings, planning and development discussions, evaluations, supervision sessions, and review activities as required.
- 3.2 Ensure compliance with internal policies and procedures of NSCLC Inc and act in accordance with the agencies mission and values.
- 3.3 Contribute to relevant law reform reports inquiries, public debates, and represent NSCLC in external forums and partnership meetings when required.
- 3.4 Provide written reports as requested by the Manager, Board of Manager and Funding bodies as required.
- 3.5 Undertake training/professional development.
- 3.6 Supervise and coordinate students and graduates on practicum placements when required.
- 3.7 Carry out other duties, consistent with the role, as directed by the Senior Solicitor and/or the CEO.

Work Related Requirements

Essential Selection Criteria

1. Tertiary qualifications in Social Work or Social Sciences.
2. Demonstrated ability to provide a social support service to children and families with an understanding of family and domestic violence and crisis support/counselling.
3. Demonstrated efficient and effective time and caseload management skills.
4. Demonstrated ability to work independently and as a member of a multi-disciplinary team.
5. Demonstrated high level, effective interpersonal skills including written and verbal communication, negotiation and problem solving.
6. Demonstrated computer literacy and experience in undertaking own administrative duties (e.g. word processing, file management).
7. Current 'C' or 'CA' class driver's licence.

Desirable Selection Criteria

8. Eligible for full membership of the Australian Association of Social Workers or the Society of Professional Social Workers.
9. Demonstrated experience working with women from culturally and Linguistically Diverse (CaLD) and Aboriginal and Torres Strait Islander backgrounds.
10. Demonstrated knowledge of social work/social support practice within a community legal setting.
11. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery

Appointment Pre-requisites

Appointment is subject to:

- Working with Children (WWC) Check, compulsory check for people who carry out child related work in Western Australia; and
- Successful National Criminal Record Screening Clearance

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor	Chief Executive Officer	Position Occupant
Signature	Signature	Signature
Name	Name	Name
Date	Date	Date