



Safety Action Meeting (SAM) Coordinator Sydney Women's Domestic Violence Court Advocacy Service

- Permanent, full time (35hpw)
- Sydney city base
- Community Legal Centre incorporating domestic and family violence services
- Salary range: SCHADS L6 \$96,970 to \$101,247
- Flexible work conditions, salary packaging to increase take home pay, 5 weeks' annual leave (pro rata) plus leave loading, additional leave at Christmas

We are seeking a Safety Action Meeting (SAM) Coordinator to join our dynamic and friendly Sydney Women's Domestic Violence Court Advocacy Service (Sydney WDVCS) team. You will be part of delivering a best practice, specialist, trauma-informed model of service delivery to women affected by domestic and family violence (DFV) and ensuring an integrated response to women assessed as at serious threat of harm.

About South West Sydney Legal Centre

South West Sydney Legal Centre (SWSLC) is a not for profit community legal centre.

Our legal services include information, advice and legal representation for people in South West Sydney whose access to justice is denied or constrained, and include specialised legal services for victim-survivors of DFV.

Our DFV services include court support and advocacy, safety planning, case management and financial counselling.

Both the legal and DFV teams offer tailored training and workshops to community members and community organisations.

We give our clients the guidance, legal advice, support services and strength they need to claim their rights, know their options and choose their next steps.

About the role

The SAM Coordinator will work alongside two other SAM Coordinators as part of our dynamic and friendly team, based at our Downing Centre office. You will be part of delivering a best practice, specialist, trauma-informed model of service delivery to women affected by DFV and ensuring an integrated response to women assessed as at serious threat of harm.

The successful applicant will have strong interpersonal and organisational skills to effectively manage the running of the SAMs. Applicants must have a commitment to empowering women and children affected by DFV, an understanding or willingness to learn the principles of a trauma-informed approach to service delivery, have demonstrated ability to engage effectively with clients from culturally and linguistically diverse backgrounds and have demonstrated ability to engage effectively with clients in crisis.

Proficiency in a language other than English is desirable.

This position is only open to applicants that identify as women. SWSLC considers being a woman to be a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW). Trans women and sistergirls and non-binary people are also encouraged to apply.

Applicants from Aboriginal or Torres Strait Islander backgrounds are strongly encouraged to apply.

Closing Date: Suitable applicants will be interviewed progressively. We know your time is valuable so please check with alison@swwslc.org.au before applying, to ensure the position has not been filled.

Contact Person: Enquiries about the role should be emailed to Janice Waring, Manager Sydney WDVCAS janice@swwslc.org.au

The preferred applicant will be required to undergo a Working with Children Check and a National Police Records Check.

How to apply for this position:

1. Visit our website <https://swwslc.org.au/contact/work-with-us/> for a copy of the position description, essential and desirable criteria and instructions on how to apply.
2. Send your covering letter, resume and a document detailing how your skills and experience meet the essential and desirable criteria to alison@swwslc.org.au
3. **Please address the essential criteria in full. Applications that do not address the essential criteria will not be considered.**



SOUTH WEST SYDNEY LEGAL CENTRE INCORPORATED

ABN: 91991317875

SAFETY ACTION MEETING (SAM) COORDINATOR

**SYDNEY WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY SERVICE
(SYDNEY WDVCAS)**

Dear Applicant,

Thank you for your interest in the Safety Action Meeting (SAM) Coordinator with Sydney Women's Domestic Violence Court Advocacy Service (Sydney WDVCAS). This package encloses the information you require to apply for the position.

Our Organisation

South West Sydney Legal Centre (SWSLC) is a not for profit community legal centre.

Our legal services include information, advice and legal representation for people in South West Sydney whose access to justice is denied or constrained, and include specialised legal services for victim-survivors of DFV.

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SAM Coordinator role

SWSLC auspices several domestic violence programs, including the Sydney Women's Domestic Violence Court Advocacy Service (Sydney WDVCAS), providing information, advocacy, safety planning and referrals to women experiencing domestic violence and their children. As part of the Safer Pathway strategy, the Service also provides support for Safety Action Meetings (SAMs) which are interagency meetings that aim to assist victims at serious threat of injury or death due to domestic and family violence.

We are seeking a SAM Coordinator, who will work alongside two other SAM Coordinators as part of our dynamic and friendly team, based at our Downing Centre office. You will be part of delivering a best practice, specialist, trauma-informed model of service delivery to women affected by DFV and ensuring an integrated response to women assessed as at serious threat of harm.

The successful applicant will have strong interpersonal and organisational skills to effectively manage the running of a SAM. Applicants must have a commitment to empowering women and children affected by DFV, an understanding or willingness to learn the principles of a trauma-informed approach to service delivery, have demonstrated ability to engage effectively with clients from culturally and linguistically diverse backgrounds and have demonstrated ability to engage effectively with clients in crisis.

Proficiency in a language other than English is desirable.

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Applicants from Aboriginal or Torres Strait Islander backgrounds are strongly encouraged to apply.

The preferred applicant will be required to undergo a Working with Children Check and a National Criminal Records Check.

Please see the **position description** and the **essential and desirable criteria** further down in this document.

HOW TO APPLY

1. Read the Position Description and Essential and Desirable Criteria below.
2. Your application should include a covering letter, a resume and an additional document addressing the Essential and Desirable criteria.

The covering letter needs to state:

- The position you are applying for;
- Your current contact details; and

Your resume should detail:

- your employment history including dates and a brief statement of duties for previous roles; and
- your education history.

Your additional document should clearly explain:

- how your skills and experience meet each listed criteria;
- Applications that do not address **ALL of the Essential Criteria** will not be considered.

You should also ensure you are able to later provide contact details for two professional referees (at least one current or previous line manager).

3. Please send written applications to alison@swslc.org.au.

CLOSING DATE:

Suitable applicants will be interviewed progressively. We know your time is valuable so please check with alison@swslc.org.au before applying, to ensure the positions have not been filled.

CONTACT PERSON:

Enquiries about the role should be emailed to Janice Waring,
Manager Sydney WDV CAS janice@swwslc.org.au

Yours sincerely,

Janice Waring
Manager, Sydney WDV CAS

P.O Box 1042
Liverpool NSW BC 1871
Ph: (02) 9601 7777
Fax: (02) 9600 6244

E-mail: info@swwslc.org.au
Website: www.swwslc.org



POSITION DESCRIPTION

Position:	Safety Action Meeting (SAM) Coordinator
Accountable:	Manager, Sydney WDV CAS
Location:	Sydney WDV CAS office at Downing Centre and local courts

The SAM Coordinator is responsible for coordinating a SAM and for quality oversight of some of the day-to-day practices of the WDV CAS team. This role reports directly to the WDV CAS Manager. The SAM Coordinator works with the Assistant Managers and the WDV CAS team to provide clients with an effective and streamlined service.

Responsibilities of this role

In addition to the duties of the DFV Specialist Worker (see below), this role includes, but is not limited to, the following key responsibilities:

- Coordinating and monitoring a SAM in the Sydney WDV CAS area including secretariat support (developing agendas and Safety Action Plans);
- Liaising with clients in relation to safety action plans developed at a SAM and/or support provided, or arranged, by the Sydney WDV CAS;
- Ensuring timely data entry, and providing timely feedback regarding CRP referral issues to the WDV CAP Unit where there are issues;
- Working with the Sydney WDV CAS Manager to develop and administer policies, systems and processes for the effective operations of the SAMs;
- Working with the Sydney WDV CAS Manager and Assistant Managers to ensure the effective operation of the WDV CAS team and SAMs. This could include, for example the collection, use and storage of client information, conflicts of interest, client confidentiality, referrals to and from the WDV CAS, client and worker safety, child protection notifications and the management of a team email address;
- Complying with the SAM manual, the Domestic Violence Information Sharing Protocol, the WDV CAP policy and Procedure manual and any other operational documents;
- Assisting the Sydney WDV CAS Manager to comply with reporting requirements under the WDV CAP Service Agreement, WDV CAP Policy and Procedure Manual and any other operational documents;
- Building and maintaining constructive and positive working relationships with SAM members, in particular the SAM chair and the DVLOs;
- Attending court on AVO list days and other days as required, in particular; mentions, Hearings, prosecutor hearing clinics etc to provide information, assistance, referrals and court advocacy for Sydney WDV CAS clients, as directed by the Manager or the Assistant Manager;
- Providing quality oversight of certain daily practices of the WDV CAS team, in regards to responding to the CRP KPIs and providing feedback to the WDV CAS Manager;
- Providing quality oversight of the team's practice. This could include for example: daily management of CRP calls, allocating tasks, rostering team members for managing specific tasks, organising court preparation, communicating with clients, daily support for team members;
- The WDV CAS Manager and Assistant Managers retain responsibility for staff supervision, performance management and/or disciplinary action.
- Ensuring the CRP and SAM data is accurately checked, collected and submitted to Legal Aid on time;

- Providing high level briefing and feedback to the WDV CAS Manager about performance of the WDV CAS team and the service; and
- Participating in relevant community development activities.

Duties of the D&FV Specialist Worker

- Accepting electronic referrals from the Central Referral Point (CRP) and non-electronic referrals direct from government agencies and non-government services;
- Contacting clients referred to the Sydney WDV CAS in a timely manner, conducting a threat assessment to ascertain their current risk status and undertaking safety planning to address immediate safety needs;
- Ensure that clients that are identified and assessed “at serious threat” are placed on the agenda of the next SAM when necessary;
- Providing relevant information and making warm referrals to a range of service providers to assist clients with their ongoing needs;
- Liaising with clients in relation to Safety Action Plans developed at SAMs and/or support provided, or arranged, by the Sydney WDV CAS;
- Attending courts on AVO list days and other days as required and where time allows, to provide information, support and court advocacy for WDV CAS clients as directed by the Sydney WDV CAS Manager or Assistant Managers, in particular mentions, hearings, prosecutor hearing clinics etc;
- Ensuring the safety of Sydney WDV CAS clients at court by advocating on their behalf with court staff and Sheriff’s Officers to assist them into and out of court. Obtaining copies of orders and other notices from the court staff on behalf of Sydney WDV CAS clients, as required;
- Ensuring women have access to appropriate legal representation for Apprehended Domestic Violence Orders (ADVO) matters as required i.e. private ADVO applications;
- Developing and maintaining strong working relationships with key WDV CAS partners including the NSW Police Force, local courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services;
- Providing high level expert advice and assistance to the Sydney WDV CAS Manager and Assistant Managers to develop and implement strategies aimed at ensuring that Sydney WDV CAS services are relevant, accessible and responsive to the needs of women and children;
- Engaging in community development activities which help promote the services of the Sydney WDV CAS, subject to workload and resources of the WDV CAS, as directed by the Sydney WDV CAS Manager;
- Adhering to SWSLC & WDV CAP Principles, Policies and Standards in undertaking the work in particular those relating to client confidentiality and privacy, referrals to and from the Sydney WDV CAS, client and worker safety, staff professionalism, child protection notifications and follow-up assistance;
- Complying with the SAM manual and the Domestic Violence Information Sharing Protocol;
- Fulfilling reporting requirements for the WDV CAP database and the CRP in line with the WDV CAP Service Agreement, the WDV CAP policy and Procedure manual and SAM manual;
- Assist to develop and administer policies, systems and processes for the effective operation of the Sydney WDV CAS SAMs; and

- Other duties consistent with the role that may from time to time be required as directed by the Sydney WDVCS Manager or Assistant Managers.

General

- Undertaking your own word-processing as well as clerical and administrative duties for your role;
- Attending and actively participating in team and staff meetings;
- Contributing to the policy development, planning and organisational processes of Sydney WDVCS;
- Cooperating with other members of staff in the provision of effective services in accordance with the Sydney WDVCS's aims and objectives;
- Actively participating in and contributing to the promotional activities of Sydney WDVCS;
- Adhering to and working within codes of practice relevant to your role and position in the community and community sector;
- Undertaking training to develop and maintain skills and qualifications necessary to effectively fulfil your position;
- Maintaining an up to date working knowledge of the law and practice and procedure relevant to the position;
- Maintaining a working familiarity with office equipment required within the position; and
- Attending and participating actively in management, staff appraisals and Sydney WDVCS and SWSLC planning activities, including planning days as required.

Accountability and Administration

- Ultimately accountable to the Sydney WDVCS Manager for all matters;
- Collect and record data in accordance with Sydney WDVCS policies and procedures;
- Contribute to the production of reports as directed by the Sydney WDVCS Manager; and
- Accept direction from the Sydney WDVCS Manager for all matters.

Common team functions and responsibilities

- Working collaboratively with other team members by sharing skills, resources, projects and ideas;
- Respecting and working within the codes of behaviour, policies and procedures of the Sydney WDVCS and SWSLC;
- Encouraging and maintaining an atmosphere of harmony in the workplace by promoting and observing ethical practices and professionalism; and
- Supporting the broader Sydney WDVCS functions from time to time as required.

ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

- Demonstrated understanding of the dynamics, complexities and legal and social welfare consequences of domestic violence;
- Demonstrated understanding of the criminal justice response to domestic violence including Apprehended Domestic Violence Order (ADVO) applications and criminal prosecutions and related legal matters such as family law, care and protection, migration and victim's compensation issues;
- Demonstrated knowledge and understanding of issues relating to Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with disabilities and LGBTQ people;
- Demonstrated ability to establish and maintain professional working relationships with key stakeholders and relevant agency personnel;
- Ability to deliver services in accordance with the WDV CAS Service Agreement, WDV CAP Principles, Policies and Standards and operational documents;
- Excellent communication skills, particularly in negotiation, advocacy, conflict resolution and networking;
- High-level organisational, administrative and management skills;
- Ability to develop and implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of Local Coordination Point services to a diverse range of women and children;
- Demonstrated knowledge of and an ability to work effectively with interpreter services and other support services for victims with specific needs; and
- Willingness to complete the Working with Children Check and a criminal record check.

Desirable Criteria

- Proficiency in a language other than English; and
- IT skills.