



JOB DETAILS	
<b>Job Title</b>	Advocate/Case Worker
<b>Location</b>	Canberra, ACT
<b>Reports to</b>	Executive Director – Governance and Strategy
<b>Direct Reports</b>	N/A
<b>SCHADS Level</b>	4.1
<b>Approval Date</b>	24 February 2026

**Sisters in Spirit Aboriginal Corporation (SISAC)**

SISAC’s vision is for Aboriginal and Torres Strait Islander women to be safe, strong, successful, and driving national change. At SISAC, we embrace our cultural responsibilities to elevate the voices of our women, to keep us safe, disrupt colonial systems, deliver holistic social justice services, and determine our own futures.

**SISAC Guiding Principles & Values**

**Respect**

Everything we do is rooted in mutual respect and relationality for all others, our people, our families, our communities, our land, our waters and upholds both our individual and collective rights to self-determination.

**Rights**

Our work is underpinned by the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). We also take into account the culturally relevant inclusions of the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), Convention on the Rights of the Child (CRC) and the Convention of the Rights of Persons with Disabilities (CRPD).

**Recognition**

We take time to remember those who have come before us, build on their insights and champion our joint recognition by speaking truth to power and elevating the voices of Aboriginal and Torres Strait Islander women.

**Centering Our Truth**

Prioritising and amplifying Aboriginal and Torres Strait Islander women’s voices, truth and experience.

**Self-Determination**

Building and strengthening Aboriginal and Torres Strait Islander women’s ability to thrive and drive solutions that matter to us.

**Cultural Leadership**

Building and strengthening Aboriginal and Torres Strait Islander women’s ability to thrive and drive solutions that matter to us.

**Summary of Role**

The Advocate / Case Worker provides culturally safe advocacy, case management and practical support to Aboriginal and Torres Strait Islander women and girls in the ACT who are experiencing violence, trauma, or navigating complex systems. Working alongside women, this role supports clients to understand their rights, access services and safely engage with systems including police, courts, housing, child protection and legal services. The Advocate / Case Worker provides trauma-

informed support, risk assessment and safety planning, while advocating for women to ensure their voices are heard and their needs are recognised.

This role contributes to SISAC’s commitment to supporting Aboriginal women to access justice, safety and healing, while ensuring services are delivered in a culturally respectful, strengths-based and community-led way.

AREA	DUTIES & REPSONSIBILITES
<p><b>Case Management &amp; Client Support</b></p>	<ul style="list-style-type: none"> <li>• Provide culturally safe, trauma-informed case management to Aboriginal and Torres Strait Islander women and girls experiencing violence, trauma or complex life circumstances.</li> <li>• Conduct client intake, needs assessments, risk assessments and safety planning in partnership with clients.</li> <li>• Work alongside women to develop individual support plans that respond to their priorities, safety and wellbeing.</li> <li>• Provide ongoing practical, emotional and advocacy support to clients navigating complex systems.</li> <li>• Maintain clear and confidential case notes and client records in accordance with organisational policies and privacy obligations.</li> </ul>
<p><b>Advocacy &amp; Justice Support</b></p>	<ul style="list-style-type: none"> <li>• Advocate for Aboriginal women and girls engaging with systems including police, courts, housing services, child protection and other government agencies.</li> <li>• Provide court support to clients including preparation, attendance and follow-up support where required.</li> <li>• Support clients to understand their rights and available options when navigating justice and service systems.</li> <li>• Assist clients with documentation, applications, victim support processes and referrals to legal services.</li> <li>• Advocate for culturally safe and trauma-informed responses from services and systems.</li> </ul>
<p><b>Referral Pathways &amp; Service Coordination</b></p>	<ul style="list-style-type: none"> <li>• Facilitate referrals and connections to services including domestic and family violence services, sexual assault services, counselling, housing, health, legal and financial supports.</li> <li>• Work collaboratively with other ACCOS and other organisations including DVCS, Rape Crisis Service, Victims of Crime, ACT Police, CYF, Legal services including Legal Aid, ALS, Canberra Community Law etc.</li> <li>• Support clients to access emergency assistance including safety supports, crisis accommodation or financial relief where appropriate.</li> <li>• Coordinate with other service providers to ensure holistic and coordinated support for clients.</li> </ul>
<p><b>Community Engagement &amp; Cultural Safety</b></p>	<ul style="list-style-type: none"> <li>• Build and maintain respectful relationships with Aboriginal and Torres Strait Islander women, families, Elders and community members.</li> <li>• Support outreach and engagement activities to ensure Aboriginal women know about and can safely access Sisters’ services.</li> <li>• Ensure all service delivery reflects cultural safety, respect and the lived experiences of Aboriginal women and girls.</li> <li>• Contribute to a welcoming, culturally safe and supportive environment for women accessing the service.</li> </ul>

<p><b>Documentation, Reporting &amp; Compliance</b></p>	<ul style="list-style-type: none"> <li>• Maintain accurate and confidential client files, case notes and service records.</li> <li>• Contribute to organisational reporting requirements, including data collection and program reporting.</li> <li>• Follow Sisters’ policies, procedures, case management frameworks and risk management processes.</li> <li>• Participate in supervision, debriefing and professional development opportunities.</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Work collaboratively within a small team environment and contribute to a supportive workplace culture.</li> <li>• Participate in organisational planning, meetings and service development activities.</li> <li>• Undertake other duties as reasonably directed by the Executive Director.</li> <li>• Willingness to occasionally travel within the ACT region or nationally and attend community events where required.</li> </ul>

<p style="text-align: center;"><b>QUALIFICATIONS</b></p>	
	<ul style="list-style-type: none"> <li>• Formal qualifications in community services, social work, justice, or a related field — or equivalent professional or lived experience.</li> </ul>
<p style="text-align: center;"><b>EXPERIENCE &amp; KNOWLEDGE</b></p>	
	<ul style="list-style-type: none"> <li>• Strong understanding of the rights, strengths and lived experiences of Aboriginal and Torres Strait Islander peoples, particularly Aboriginal women and girls.</li> <li>• Experience working with women experiencing domestic and family violence, sexual violence, trauma or other complex social issues.</li> <li>• Experience in case management, advocacy, community services or justice-related work.</li> <li>• Understanding of trauma-informed and culturally safe service delivery.</li> <li>• Knowledge of the impacts of intergenerational trauma, systemic disadvantage and colonial systems on Aboriginal women, families and communities.</li> <li>• Understanding of risk assessment, safety planning and client support processes.</li> <li>• Experience supporting clients to navigate complex systems such as police, courts, housing, child protection, health or social services.</li> <li>• Knowledge of the ACT service system and relevant referral pathways.</li> <li>• Experience working collaboratively with government services, non-government organisations and Aboriginal Community Controlled Organisations (ACCOs).</li> <li>• Understanding of confidentiality, privacy and ethical practice when working with vulnerable clients.</li> </ul>
<p style="text-align: center;"><b>SKILLS, ABILITIES &amp; PERSONAL ATTRIBUTES</b></p>	
	<ul style="list-style-type: none"> <li>• <b>Culturally grounded</b> – strong understanding of Aboriginal culture, community and the experiences of Aboriginal women and girls.</li> <li>• <b>Strong advocate</b> – confident supporting women to have their voices heard within complex systems.</li> <li>• <b>Compassionate and respectful</b> – able to support women experiencing trauma with empathy and care.</li> <li>• <b>Relationship focused</b> – able to build trust with clients, community and partner organisations.</li> <li>• <b>Organised and accountable</b> – able to manage case work, documentation and competing priorities.</li> <li>• <b>Collaborative</b> – works well in a small team and contributes to a supportive workplace environment.</li> </ul>

- **Resilient and adaptable** – able to remain calm and professional when supporting clients through complex situations.
- **Strong communicator** – able to communicate clearly, respectfully and effectively with clients, services and community.

This job description serves to illustrate the scope and responsibilities of the role and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.