

WOMEN'S JUSTICE NETWORK

POSITION DESCRIPTION

Job Title	Caseworker
Job Type	Full Time (37.5 hours per week) or Part-Time (hours negotiable)
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) Level 4
Location	Blacktown and Haymarket
Supervisor/manager	Casework Manager

The Women's Justice Network is seeking an enthusiastic and capable person to take up an exciting and dynamic role within the organisation. The Women's Justice Network is a not-for-profit, community-based organisation dedicated to improving the status, wellbeing and prospects of women and young women affected by the criminal law system. WJN addresses the many issues facing criminalised women both systemically through advocacy, and individually through the one-to-one mentoring and group work. WJN operates on the premise that providing women and young women with gender-responsive social support will lead to a reduction of recidivism rates and a minimisation of the burgeoning prison population.

POSITION DESCRIPTION

The Caseworker is responsible for providing strengths-based, trauma-informed case management and support services to women and girls who are affected by, or at risk of involvement with, the criminal legal system. Working collaboratively with participants, the Caseworker will assist women to identify their goals, address barriers to social inclusion, and access appropriate services and supports. The role focuses on enhancing participant wellbeing, safety, stability, and community engagement through individualised support planning, advocacy, referral pathways, mentoring support, and ongoing case coordination.

A key focus of the role is supporting women to achieve safe and sustainable housing outcomes through

the development of effective housing pathways and strong partnerships with community housing providers, specialist homelessness services, tenancy support services, and other relevant housing stakeholders. The Caseworker will advocate for participants experiencing housing insecurity and support women to access, establish, and maintain safe and stable accommodation.

The Caseworker will work collaboratively with Blacktown Women's & Girls Health Centre and other community-based services to provide holistic, integrated support that responds to participants' health, mental health, wellbeing, family, legal, education, employment, and social support needs. The role also includes facilitating and co-facilitating group programs, workshops, and therapeutic activities designed to enhance participant engagement, strengthen wellbeing, support personal growth, and foster meaningful connections with community services and support networks.

The role contributes to WJN's mission of empowering women and girls to achieve positive life outcomes and reduce the impacts of disadvantage, social isolation, homelessness, and criminal legal system involvement. The position requires a commitment to WJN's values and the delivery of culturally safe, person-centred, trauma-informed, and strengths-based practice at all times.

Main Duties/Responsibilities

Case Management and Client Support

- Receive, assess and respond to referrals for women and girls who are affected by, or at risk of involvement with, the criminal legal system.
- Provide trauma-informed, strengths-based, culturally safe, and gender-affirming case management and support services to women, transgender women, and gender-diverse people experiencing complex and intersecting needs, ensuring service delivery is responsive to individual identities, experiences, strengths, and goals.
- Conduct client assessments, identify support needs, develop individual support plans, and monitor progress toward agreed goals and outcomes.
- Provide information, advocacy, referrals, and practical support to assist participants in accessing appropriate services and community resources.
- Support participants to secure and maintain safe, stable, and appropriate housing through assessment, advocacy, referrals, housing applications, tenancy support, and coordination with housing providers.
- Develop and maintain effective housing pathways through collaborative partnerships with community housing providers, specialist homelessness services, social housing agencies, and tenancy support services.
- Advocate on behalf of participants to address barriers to housing access, tenancy sustainability, and long-term housing stability.
- Work collaboratively with Blacktown Women's & Girls Health Centre and other service providers to coordinate holistic support responses that address participants' physical health, mental health, alcohol and other drug concerns, family relationships, financial hardship, legal matters, education, employment, and community engagement needs.

- Facilitate referrals and coordinated support planning to ensure participants receive integrated and responsive services.
- Facilitate and co-facilitate group programs, workshops, and support initiatives, including the Healing from Within Program, to promote participant wellbeing, personal growth, social connection, and successful community reintegration.
- Work collaboratively with internal staff, volunteers, correctional services, community organisations, housing providers, health services, and government agencies to ensure coordinated service delivery.
- Maintain professional relationships with key stakeholders to support positive outcomes for participants.
- Promote Women's Justice Network programs and services to relevant community and referral agencies.

Stakeholder Engagement and Community Partnerships

- Develop and maintain effective referral pathways and collaborative partnerships with government, non-government, community, health, education, justice, housing, homelessness, and welfare agencies.
- Build and maintain strong working relationships with community housing providers, specialist homelessness services, tenancy support providers, and Blacktown Women's & Girls Health Centre to strengthen service responses and improve participant outcomes.
- Liaise with external service providers to support integrated case management and coordinated care for participants.
- Represent Women's Justice Network professionally at meetings, forums, interagency networks, and community sector events as required.
- Contribute to community awareness of Women's Justice Network services and programs.

Mentoring Coordination

- Coordinate the Women's Justice Network mentoring program for women and girls affected by the criminal legal system.
- Assess participant needs and facilitate appropriate matching between participants and volunteer mentors.
- Onboard, support, and provide guidance to volunteer mentors throughout the mentoring relationship.
- Monitor mentoring partnerships to ensure safe, positive, and effective outcomes for participants and mentors.
- Maintain accurate records and documentation relating to mentor matching, participation, and outcomes.
- Promote strengths-based mentoring relationships that support healing, social connection, personal growth, and successful community reintegration.

Administration and Reporting

- Maintain accurate, confidential, and up-to-date client records in accordance with organisational policies, funding requirements, and legislative obligations.
- Record case notes, client contacts, assessments, referrals, housing outcomes, and participant progress within required timeframes.
- Manage and maintain participant files and documentation.
- Prepare reports, statistical data, and program information as required by management and funding bodies.
- Contribute to program monitoring, evaluation, and continuous improvement activities.
- Undertake general administrative duties associated with the role.

Team Participation and Professional Practice

- Participate in regular supervision, performance development, and reflective practice processes.
- Attend and actively contribute to staff meetings, case review meetings, intake meetings, and organisational planning activities.
- Work collaboratively as part of a multidisciplinary team to achieve organisational objectives.
- Participate in ongoing professional development, training, and learning opportunities.
- Maintain professional boundaries and comply with organisational policies, procedures, and codes of conduct.

Work Health and Safety

- Comply with all Work Health and Safety (WHS) legislation, organisational policies, procedures, and safe work practices.
- Take reasonable care for the health, safety, and wellbeing of yourself and others in the workplace.
- Identify, report, and assist in addressing workplace hazards and risks.
- Undertake risk assessments for client activities, programs, and community-based work as required.
- Comply with all security, safety, and operational requirements when working within correctional facilities or other regulated environments.
- Apply appropriate self-care and wellbeing strategies to maintain professional effectiveness and resilience.

Other Duties

- Undertake additional duties, projects, and responsibilities consistent with the classification level and scope of the position as reasonably directed by the Chief Executive Officer or Casework Manager.

Internal Contacts you will Liaise With

- Chief Executive Officer
- Casework Manager
- Program Staff
- Administrative Staff
- Volunteers and Mentors
- Facilitators and Guest Speakers participating in Women's Justice Network programs
- Blacktown Women's and Girls Health Centre

External Contacts you will Liaise With

- Women and girls participating in Women's Justice Network programs
- Adult and Youth Corrective Services staff and management
- Community Corrections staff
- NSW Police and justice-related agencies
- Schools, educational institutions, and training providers
- Child protection and family support services
- Community housing providers and social housing agencies
- Specialist homelessness services and tenancy support providers
- Clients of Blacktown Women's & Girls Health Centre
- Mental health, alcohol and other drug, and health service providers
- Legal and advocacy services
- Government and non-government organisations
- Community service providers and referral partners

SKILLS AND EXPERIENCE

Being a woman is a genuine occupational qualification for this position under Section 31 of the Anti-Discrimination Act 1977 (NSW)

Education

- Relevant tertiary qualifications in Community Services, Social Work, Counselling, Community Development or a related field; and/or equivalent demonstrated experience.

Industry Experience

- Minimum three years' experience facilitating group programs and supporting women experiencing complex and intersecting needs.
- Demonstrated understanding of the issues and barriers faced by women affected by the criminal legal system.
- Women with lived experience of the criminal legal system are strongly encouraged to apply. The Women's Justice Network recognises the value that lived experience brings to service delivery and program development.

Selection Criteria

- Knowledge of the impact of homelessness, housing insecurity, mental health disorders, domestic and family violence, sexual assault, and existing legal barriers to socially and economically disadvantaged women.
- Demonstrated experience working with and supporting women, transgender women, and gender-diverse people, including the ability to provide inclusive, culturally safe, trauma-informed, and gender-affirming services.
- Demonstrated experience developing housing pathways and working collaboratively with housing providers, homelessness services, or tenancy support services.
- Understanding of the criminal legal system and the issues affecting women and girls impacted by incarceration, community corrections, or justice system involvement.
- Demonstrated ability to work sensitively and effectively with women experiencing complex and intersecting needs.
- Demonstrated experience facilitating therapeutic, educational, or support-based group programs for women.
- Demonstrated experience working collaboratively within multidisciplinary and integrated service delivery environments.
- Demonstrated experience with time management, prioritisation, maintaining client records, and preparing reports.
- Experience working with and engaging First Nations women.
- Demonstrated awareness of the issues faced by Aboriginal and Torres Strait Islander women and women from culturally and linguistically diverse backgrounds.
- Excellent verbal and written communication, advocacy, stakeholder engagement, and relationship-building skills.

Other Requirements

- Demonstrated understanding of and commitment to Work Health and Safety (WHS) principles
- Current Working with Children Check (WWCC).
- Current National Criminal History Check.
- Current Driver Licence and willingness to travel across service locations as required.
- Current First Aid Certificate (or willingness to obtain).
- Ability to obtain and maintain access clearance for correctional centres and other secure environments where Women's Justice Network programs are delivered.
- Proficient computer skills, including experience using Google Workspace, Microsoft Office, and client management databases.
- Demonstrated ability to maintain accurate client records, case notes, data collection, and reporting requirements in accordance with organisational, legislative, and funding requirements.
- Commitment to culturally safe, trauma-informed, strengths-based, inclusive, and gender-affirming practice.

Provided by Women's Justice Network

- Orientation training in regards to the policies, procedures and practices specific to this role
- Ongoing staff development opportunities externally with other training providers