

POSITION DESCRIPTION			
<b>Title</b>	Client Support Officer		
<b>Job Ad Ref</b>		<b>Location</b>	Brisbane – Statewide service delivery
<b>Annual Salary</b>	\$88,090.08 - \$105,340.56 per annum + Super + Salary packaging	<b>Report to</b>	Team Leader
<b>Terms of Employment</b>	Full-time. Fixed-term contract until 30/06/2027	<b>Application closing date</b>	24 June 2026

## About IWSS

Immigrant Women's Support Service (IWSS) is a specialist organisation that provides support to women, children and young people from culturally and linguistically diverse backgrounds who have experienced domestic, family and sexual violence. We work from an intersectional feminist, social justice and human rights framework that centres inclusion, safety, respect and dignity.

IWSS is committed to an inclusive culture that respects and promotes human rights and diversity.

*This position is open to female-identifying applicants only. Being female identifying is a genuine occupational qualification for this role within the meaning of section 30 of the Sex Discrimination Act 1984 (Cth) and section 25 of the Anti-Discrimination Act 1991 (Qld), as the position involves the provision of culturally safe, trauma-informed support services to female identifying clients who have experienced domestic, family or sexual violence.*

## About the role

The Client Support Officer (CSO) is a specialist frontline position within IWSS providing legal navigation, court support and trauma-informed assistance to women, children and young people from culturally and linguistically diverse backgrounds who are experiencing or have experienced domestic, family and sexual violence.

Working closely with the Practitioners, the CSO supports women through some of the most complex and high-stakes moments of their lives from preparing affidavits and protection order applications to accompanying clients at court and connecting them with legal, housing and community services. The role requires a practitioner who can hold complexity, build trust across cultural differences and work with confidence in legal and crisis contexts.

The CSO is also a trained and capable member of the broader First Response team, able to provide responsive support to clients at the point of first contact during periods of high demand or when cover is needed, ensuring continuity and safety across the service.

This role is grounded in an intersectional feminist, human rights and child safe practice framework. The CSO upholds the rights, safety, dignity and agency of all service users including children and young people and fulfils all mandatory reporting and legislative obligations at all times.

### Key duties and responsibilities

- Provide specialist support to women navigating the legal system, including preparation of court documents such as affidavits, domestic violence order applications, variations and revocations, ensuring documents are accurate, well-structured and meet court standards
- Accompany and support clients attending court hearings, legal appointments and related services, ensuring they understand their rights, options and next steps in a trauma-informed and empowering manner
- Conduct risk assessments using evidence-based frameworks and the Domestic and Family Violence Common Risk and Safety Framework (CRASF), identifying safety risks, escalating critical concerns to the Team Leader and contributing to safety planning
- Provide short-term, trauma-informed crisis intervention and de-escalation support including in a First Responder backup capacity when required, responding promptly and sensitively to initial client contact by phone, online platforms or in person
- When acting as backup First Responder, prioritise and triage clients based on urgency and safety risk, facilitate warm referrals to internal practitioners, counselling, legal, housing and specialist support services, and liaise with emergency services or relevant authorities in high-risk situations
- Coordinate access to professional interpreters and translation services to ensure culturally safe, informed communication in all legal, court and crisis support contexts
- Liaise with and build collaborative relationships with legal service providers including RAILS, Women's Legal Service Queensland, Basic Rights Queensland, Legal Aid, courts and other justice stakeholders to ensure coordinated, seamless support for clients
- Deliver all services with deep respect for the cultural backgrounds, migration experiences, visa concerns and systemic barriers faced by CALD women and their children, promoting early recognition of abuse and coercive control through client education
- Actively identify and respond to child safety concerns in all client interactions, fulfilling mandatory reporting obligations under the Child Protection Act 1999 (Qld) without exception, applying Child Safe Standards across all practice, documentation and referral work
- Recognise children and young people as victim-survivors in their own right, ensuring their safety, voice, participation and wellbeing are actively considered in all support and safety plans
- Uphold the human rights of all service users and give proper consideration to human rights in all decision-making, acting compatibly with the Human Rights Act 2019 (Qld) and upholding the rights to dignity, equality, liberty and freedom from violence
- Maintain accurate, timely and confidential records of all client contact, assessments, referrals and actions in line with IWSS privacy, data security and reporting requirements
- Contribute to continuous quality improvement, service evaluation and feedback mechanisms, identifying systemic barriers, law reform needs and service gaps
- Contribute to the development of culturally appropriate resources and community campaigns aligned with IWSS advocacy and prevention objectives
- Participate productively as a team member, maintaining culturally appropriate, professional relationships with internal and external stakeholders, and actively promote cultural safety within the organisation
- Engage in regular supervision with the Team Leader, and participate in team meetings, case discussions, debriefing and peer support processes

- Commit to a culture of continuous learning and professional development, ensuring practice knowledge and skills are contemporary, evidence-based and trauma-informed

Please note that the responsibilities outlined in this position description are not exhaustive and are only an indication of the work of the role. Immigrant Women's Support Service can direct you to carry out duties that it considers to be within your skill level, competence and training.

## Essential requirements

### **Qualifications and experience:**

- Tertiary qualifications in Social Work, Social and Behavioural Sciences, Psychology, Counselling, Community Services, Law, or a related discipline Eligibility for professional membership (e.g. AASW, PACFA) is desirable
- Minimum two years' post-qualification experience working in the domestic and family violence sector, community legal services, or a directly related field, with demonstrated experience supporting CALD clients
- Demonstrated experience in, or capacity to be trained in, First Responder intake functions including initial risk screening, crisis intervention and client triage

### **Knowledge and understanding:**

- Knowledge of the Domestic and Family Violence Protection Act 2012 (Qld), Child Protection Act 1999 (Qld), Human Rights Act 2019 (Qld), Privacy Act 1988 (Cth), Child Safe Standards and the Human Services Quality Framework
- Understanding of Queensland court processes, protection order applications, affidavit preparation and legal navigation for DFV matters
- Understanding of trauma-informed, victim-survivor-centred, intersectional and culturally safe practice frameworks, including mandatory reporting obligations and confidentiality requirements
- Demonstrated knowledge and application of intersectional and multicultural frameworks, including an understanding of how race, ethnicity, culture, religion, gender, migration status and language shape the experiences of CALD women affected by domestic, family and sexual violence and inform culturally safe service delivery.
- Knowledge of the unique and compounding barriers faced by CALD women including language barriers, visa concerns, cultural isolation, racism and fear of authorities

### **Skills and capabilities:**

- High-level written communication skills with demonstrated ability to prepare well-structured, accurate and legally appropriate court documents and affidavits
- Strong risk assessment and safety planning skills with ability to work effectively under pressure in high-risk or crisis situations
- Demonstrated ability to provide culturally responsive, trauma-informed support through professional interpreters and other communication supports
- Strong caseload management, relationship-building and networking skills with legal services, DFV services, multicultural organisations and community groups
- Excellent time management with the ability to manage competing priorities while maintaining high-quality standards
- Proficiency in case management systems and Microsoft Office Suite

### **Personal attributes:**

- Demonstrated commitment to child safety, Child Safe Standards and the rights, safety and wellbeing of children and young people
- Commitment to human rights, intersectional feminism, anti-racism and client-centred practice
- High emotional resilience with a calm, respectful approach in high-pressure and complex situations
- Commitment to professional boundaries, ethical practice and confidentiality, particularly within close-knit cultural communities
- Genuine commitment to working with marginalised populations and actively removing barriers to service access
- Ability to manage the emotional demands of trauma work through supervision, debriefing and self-care practices

### **Desirable Criteria**

- Lived experience or language proficiency relevant to the communities supported
- Experience in a trauma-informed or culturally responsive service setting
- Experience in respectful relationships or primary prevention education within multicultural contexts
- Previous experience in court support, legal navigation, paralegal assistance or paralegal processes
- A good working knowledge and understanding of legal and/or court processes

### **Pre-Employment Requirements**

- Right to work in Australia
- Current National Police Check (or willingness to obtain)
- Working with Children Check (Blue Card) – Queensland, or willingness and eligibility to obtain
- Current Driver's Licence and willingness to use own vehicle for work purposes (with appropriate insurance) – required for outreach role
- Proof of qualifications and professional registration (where applicable)

### **Physical Requirements and Working Conditions**

This is a full-time role based primarily in Brisbane with statewide delivery responsibilities. The CSO will work across office, community and outreach settings. The role requires:

- Travel for client visits, court accompaniment, community engagement and inter-agency meetings
- Ability to work in diverse settings including legal services, courts, community centres, homes and public spaces
- Flexibility to act as backup First Responder during absences of the substantive First Responder, requiring adaptability in role function
- Flexibility to work outside standard business hours on occasion as required to meet client needs

IWSS acknowledges the emotional demands of this work. The CSO will have access to regular supported supervision, debriefing, peer support and an Employee Assistance Program. Staff are strongly encouraged to maintain self-care practices and to actively seek support when needed.

## What IWSS Offers

The work we do is rewarding yet demanding. We acknowledge the toll this work can have on staff, and as an organisation, we take this ownership and responsibility seriously. For this reason, staff have access to:

- Salary packaging - up to \$15,900 per year tax-free, plus additional meal and entertainment option
- Employee benefits from BrightHR
- Regular supported supervision
- Ongoing professional development and growth opportunities
- A genuinely supportive, intersectional feminist and trauma-informed workplace culture
- A strong focus on reflection, wellbeing and sustainable practice
- An inclusive organisation that values diversity, equity, and lived experience

## How to apply

To enable us to assess your application, please include:

- a statement not more than two pages that summarises your skills, experience and achievements against the key duties/responsibilities and criteria.
- a current resume containing details of 2 referees. At least one referee should have a thorough knowledge of your work over the past two years as your manager or supervisor.
- For further information, contact [mail@iwss.org.au](mailto:mail@iwss.org.au). We intend to respond to questions about the position within 24 hours.
- Applications will be reviewed as they are received, and interviews may take place prior to the closing of advertising.

***IWSS is an inclusive and disability-friendly employer. We welcome applicants from all backgrounds, including Aboriginal and Torres Strait Islander peoples, LGBTQIA+ communities, people with disability, and culturally and linguistically diverse groups. All applicants may undergo a criminal history verification, along with other required checks, including but not limited to the Working with Children Check, during or immediately after the recruitment process is concluded.***