

# POSITION DESCRIPTION

## 1 Position Details

Item	Description
Position Title	Women’s Domestic Violence Court Advocacy Service (WDVCAS) Manager
Position Type	Full-Time, Permanent
Classification	SCHADS Level 7
Reports To	Head of Multicultural and Essential Services
Direct Reports	Assistant WDVCAS Manager, SAM Coordinator, DV Specialists, Specialist workers
Office Location	Homebush and travel to other offices as required

## 2 Position Purpose

The WDVCAS Manager is responsible for the effective leadership, performance and integrity of the Burwood Women’s Domestic Violence Court Advocacy Service (WDVCAS), ensuring delivery of high-quality, client-centred services to women and children experiencing domestic and family violence.

The role holds full operational responsibility for the service, including compliance with the WDVCAP Service Agreement, SAM Manual, WDVCAS Policy and Procedure Manual and all associated operational requirements.

The Manager translates organisational and program requirements into safe, compliant and effective service delivery, ensuring strong practice, safeguarding and risk management in a complex and highly regulated service environment.

As a member of the Service Delivery Management Team, the role contributes to whole-of-organisation service planning, providing specialist DFV, court advocacy and service system insights to strengthen service delivery and inform continuous improvement.

## 3 Key Responsibilities

Responsibility Area	Key Activities
Service Delivery Management Team	<ul style="list-style-type: none"> <li>Participate as a key member of the Service Delivery Management Team, contributing to operational oversight, service integration and risk management</li> <li>Provide specialist WDVCAS and domestic violence system expertise to inform organisational planning and decision-making</li> <li>Escalate service risks, contractual issues or system pressures as required</li> </ul>
WDVCAS Service Leadership and Performance	<ul style="list-style-type: none"> <li>Hold full operational responsibility for the Burwood WDVCAS operations, including day-to-day service delivery across information,</li> </ul>

Responsibility Area	Key Activities
	<p>court advocacy, case coordination, safety planning and specialist assistance such as hearing support and case management.</p> <ul style="list-style-type: none"> <li>• Ensure delivery of services in compliance with: <ul style="list-style-type: none"> <li>○ WDVCAP Policy and Procedure Manual</li> <li>○ WDVCAP Service Agreement</li> <li>○ SAM Manual</li> <li>○ WDVCAS Daily Practice Checklist</li> </ul> </li> <li>• Ensure all contractual obligations, KPIs and reporting requirements are met</li> <li>• Monitor demand, court volumes, caseloads and workforce capacity and implement corrective actions where required</li> <li>• Maintain consistency and quality of intake, risk assessment, referral and service delivery practices</li> </ul>
Financial and Program Stewardship	<ul style="list-style-type: none"> <li>• Prepare the Burwood WDVCAS Annual Budget in collaboration with the Head of Finance in accordance with the WDVCAP Service Agreement for submission to funding body.</li> <li>• Monitor service expenditure and ensure alignment with funding conditions including reporting and acquittals</li> </ul>
Practice Quality, Safeguarding and Risk	<ul style="list-style-type: none"> <li>• Hold accountability for practice quality, safeguarding and service safety in a high-risk DFV environment</li> <li>• Ensure appropriate responses to domestic and family violence in line with best practice and legislative frameworks</li> <li>• Oversee management of complex, high-risk and critical cases, including escalation pathways</li> <li>• Ensure compliance with child protection, duty of care, privacy and information management requirements</li> <li>• Oversee incident management including critical incidents and complaints handling</li> <li>• Ensure client and worker safety systems are embedded in service delivery and actively monitored</li> <li>• Undertake high-level liaison and advocacy on behalf of WDVCAS clients in complex or high-risk matters</li> </ul>
People Leadership and Capability	<ul style="list-style-type: none"> <li>• Lead recruitment, onboarding and retention of WDCVAS staff</li> <li>• Lead, supervise and support WDVCAS staff, including seconded workers and FASS staff where applicable</li> <li>• Ensure structured supervision, reflective practice and workload oversight across the team</li> <li>• Source seconded workers from appropriate agencies who can assist in WDVCAS court work where possible and coordinate a roster of seconded workers and ensure they have the knowledge and skills to</li> </ul>

Responsibility Area	Key Activities
	<ul style="list-style-type: none"> <li>undertake WDV CAS work and providing seconded workers with regular updates and debriefing</li> <li>• Support professional development, training and sector capability building (including WDV CAP-specific requirements)</li> <li>• Manage employee relations matters in partnership with People and Culture</li> </ul>
Service Systems, Policy and Compliance	<ul style="list-style-type: none"> <li>• Develop and administer operational policies and systems for the effective operation of the WDV CAS, including the following aspects of client survey delivery: <ul style="list-style-type: none"> <li>• The collection, use and storage of client information;</li> <li>• Referrals to and from the WDV CAS;</li> <li>• Client and worker safety; and</li> <li>• Child protection notifications.</li> </ul> </li> <li>• Ensure ongoing compliance with all WDV CAP and organisational requirements</li> <li>• Contribute to audits, reviews and external reporting processes</li> </ul>
Stakeholder Engagement and Sector Leadership	<ul style="list-style-type: none"> <li>• Develop and maintain strong partnerships with key WDV CAS stakeholders, including: <ul style="list-style-type: none"> <li>○ NSW Police Force</li> <li>○ Local Courts</li> <li>○ Legal services and community partners</li> </ul> </li> <li>• Represent the WDV CAS in interagency forums, sector networks and community settings</li> <li>• Promote access to WDV CAS services and support referral pathways</li> <li>• Representing the WDV CAS to external stakeholders, including delivery of presentations upon request and attending interagency meetings;</li> <li>• Participating in community engagement activities to promote the work of the WDV CAS</li> </ul>
Community Engagement and Accessibility	<ul style="list-style-type: none"> <li>• Lead the development and implementation of strategies, in consultation with Focus Workers (Aboriginal, Disability, LGBTIQ+, Older Women, Multicultural, Youth) and local community organisations, to ensure WDV CAS services are accessible, inclusive and responsive to a diverse range of women and children</li> <li>• Support Focus Workers to undertake community engagement and outreach activities</li> <li>• Participate in community engagement and primary prevention activities that address the drivers of domestic and family violence</li> </ul>
Impact, Advocacy and continuous improvement	<ul style="list-style-type: none"> <li>• Contribute to the development of organisation wide Impact Framework</li> <li>• Analysis of relevant quantitative data (such as demographic information from the WDV CAS service area) and qualitative data (such as client and stakeholder surveys) and use insights to improve service</li> </ul>

Responsibility Area	Key Activities
	<p>delivery, accessibility and outcomes and inform the policy advocacy priorities</p> <ul style="list-style-type: none"> <li>Contribute to policy development, systemic advocacy and service reform including providing high-level advice and contributing to legal and/or policy reform through responding to requests for information from the WDV CAP Unit, and through relevant forums;</li> </ul>
Work Health and Safety	<ul style="list-style-type: none"> <li>Ensure safe service delivery environments for staff, clients and stakeholders</li> <li>Implement WHS systems, risk controls and reporting requirements</li> <li>Promote a culture of safety, accountability and continuous improvement</li> </ul>
Data, Reporting and Compliance	<ul style="list-style-type: none"> <li>Ensure accurate, timely and compliant data collection and reporting in accordance with WDV CAP requirements</li> <li>Oversee reporting to the WDV CAP Unit and internal stakeholders</li> <li>Use data to monitor service performance, identify trends and inform decision-making</li> <li>Ensure compliance with information security, privacy and record-keeping requirements</li> </ul>

#### 4 Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>Head of Multicultural and Essential Services</li> <li>Service Delivery Management Team</li> <li>People &amp; Culture</li> <li>Finance</li> <li>WDVCAS Team</li> <li>Students, Volunteers and Placements</li> </ul>	<ul style="list-style-type: none"> <li>WDVCAP Unit NSW Legal Aid</li> <li>NSW Police and Local Courts</li> <li>Legal and community service providers</li> <li>Sector networks and interagency groups</li> <li>Other relevant funders</li> </ul>

#### 5 Key Capabilities

- Strong leadership in domestic and family violence service delivery
- Deep understanding of WDVCAS and criminal justice system responses
- High-level safeguarding, risk and crisis management capability
- Strong stakeholder engagement and sector influence
- Ability to manage compliance-heavy, regulated services
- Data-informed decision making and continuous improvement

#### 6 Qualifications and Experience

Essential:

- A degree in social work or equivalent.

- 
- Demonstrated knowledge and understanding of the dynamics, complexities and legal and social welfare consequences of domestic and family violence;
  - Demonstrated knowledge and understanding of the criminal justice response to domestic and family violence including ADVO applications, criminal prosecutions and related legal matters such as family law, care and protection, migration and victim's compensation issues;
  - Excellent organisational, administrative, financial and management skills;
  - Ability to recruit, train, supervise and support WDVCAS staff and seconded workers;
  - Ability to develop and implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of WDVCAS services to a diverse range of women and children;
  - Ability to analyse quantitative data and qualitative data to improve service delivery;
  - Experience in building and maintaining constructive working relationships with key stakeholders and excellent networking skills;
  - Excellent communication skills, particularly in management, negotiation, advocacy and conflict resolution;
  - Ability to effectively represent the work of the WDVCAS in public forums and in the media, and confidence in public speaking;
  - Demonstrated management experience;

Desirable:

- Experience within the WDVCAS or similar court advocacy services
- Experience contributing to policy or system reform
- Experience working with diverse and priority communities
- Relevant tertiary qualifications and/or demonstrated experience in domestic and family violence service provision;

## **7 Compliance Requirements**

- Current Working with Children Check
- Current National Police Check
- Compliance with organisational policies and procedures
- Complies with Stepwise Community Services information security policies, standards, plans and procedures aligned with ISO 27001 principles, and actively promotes the protection of confidentiality, integrity and availability of organisational information
- Participates in required information security awareness training and implements information management practices appropriately.
- Identifies and reports suspected or actual information security or safety incidents in accordance with organisational protocols.

## **8 Organisational Commitments**

The organisation is committed to child-safe practice, cultural safety and inclusive service delivery. Employees are expected to uphold the organisation's values, comply with relevant legislation and contribute to a respectful and safe workplace.

Leaders are expected to actively demonstrate these commitments by living the organisation's values, leading by example, and embedding safe, inclusive and culturally responsive practices within their teams and areas of responsibility.

---

## 9 Decision Making and Accountability

The WDVCS Manager exercises delegated authority over operational service delivery, workforce and operational matters within the service, in line with organisational policies and funding requirements.

Matters relating to significant service redesign, funding strategy or major risk are escalated to the Head of Multicultural and Essential Services.

## 10 Acknowledgement

This Position Description outlines the general purpose, responsibilities, and expectations of the role as at the date of issue. It is intended to provide guidance on the scope and requirements of the position.

This Position Description may be reviewed and updated from time to time to reflect organisational, operational, or service delivery needs. Reasonable consultation will occur where changes materially impact the role.

By signing below, the employee acknowledges that they have read, understood, and discussed the expectations of the position with their manager.

Name	Signature	Date
Employee		
Manager		

---

### Document Control (Administrative Use Only)

This section is maintained for document governance and version control purposes only. It does not form part of the position requirements, role responsibilities, or performance expectations.

Field	Details
Document Title	
Program / Team	
Version	
Approved By	
Approval Date	
Review Date	
Document Owner	