

## CALD Domestic, Family and Sexual Violence Case Worker

### Position Description

**Position:** CALD Domestic, Family, Sexual Violence (DFS) Case Manager

**Organisation:** Immigrant Women's SpeakOut Association of NSW Inc.

**Location:** Office in Harris Park

**Contract:** Permanent

**Salary:** SCHADS award Level 4 dependant on experience

**Reports to:** Team Leader

### Objectives of the Position

The Domestic Violence Case Worker is responsible for:

- Contributing to intake, needs assessment and triage of all referrals into the homelessness and domestic and family violence services of the agency.
- Providing information, casework support, advocacy, safety planning and referrals to immigrant and refugee women and their children who are victims of domestic violence.
- Engaging in joint casework practice with partner agencies when relevant to the client.
- Providing practical and emotional support to women residing in the shelters operated by Immigrant Women's Speakout. This includes attending the two shelters weekly and encouraging meaningful engagement of the women in needs-based formal and informal supports.

### Key Responsibilities

#### 1. Direct Service Provision

##### Information provision, Intake and Referral

- Maintain up to date information of relevant support services and referral options for women and children experiencing domestic, family and sexual violence.
- Maintain close working relationship with referrers and other local service providers and develop and implement joint case plans when needed by clients.
- Provide information, support, referrals for clients based on their individual needs. Referrals will be internal and external to Speakout.
- Organise and utilise interpreters as and when required.
- Maintain client confidentiality and accurate client records.

##### Case Management

- Undertake comprehensive needs and risk assessments and provide appropriate services. This includes addressing immediate needs for clients in crisis situations.
- Develop case plans to meet their needs in conjunction with clients, and where needed, develop and implement joint case plans with partner agencies.
- Facilitate access to appropriate services to address both women and children's needs.
- Advocate on behalf of clients (both verbally and in writing), where required, in a range of areas, including immigration, housing, income support, child care, health and legal.
- Liaise with relevant service providers and where appropriate initiate, attend and participate in case conferences.



- Maintain client confidentiality and accurate client records.
- Assess and where appropriate, organise shelter for single adult women, in SpeakOut's crisis accommodation. Access to this accommodation is arranged in consultation with the Speakout team.
- Conduct appropriate client welcome processes for the crisis accommodation, monitor progress for duration of her stay and assess and facilitate readiness for transition into housing stability at the appropriate time.
- Regularly engage activities at the crisis accommodation shelters in partnership with the team. This includes minimum of weekly visits to the shelters during business hours.

## 2. Network Development

- As requested by the CEO, facilitate community engagement and information sessions within community, including education about domestic violence delivered in a culturally appropriate way.
- Maintain a record of specific issues and case studies for advocacy at government and non-government forums.
- Represent SpeakOut at relevant local, regional and state-wide forums or committees.
- Continue ongoing networking across the service sectors relevant to Speakout.

## 3. Other Responsibilities

- Maintain a positive and respectful atmosphere in the workplace.
- Adhere to SpeakOut's policies, procedures and practices including Workplace Health and Safety Responsibilities towards self and the organisation.
- Assist with the day-to-day operations of the organisation.
- Assist Speakout students with learning opportunities when needed.
- Provide monthly statistics report to the Team Leader and Chief Executive Officer.
- Provide weekly verbal updates at Speakout team meetings.
- Seek prior approval for expenses, maintain a record of expenses incurred and lodge receipts with the Operations Officer for reimbursement where necessary, in a timely manner.
- Participate in other SpeakOut's projects and activities as required and as directed.
- Participate in relevant project evaluations as directed.

