

POSITION DESCRIPTION			
Title	Client Services Manager		
Job Ad Ref		Location	Brisbane – Statewide service delivery
Annual Salary	\$124,744.88 - \$129,961.52 per annum + Super + Salary packaging	Report to	CEO
Terms of Employment	Permanent, Full Time	Application closing date	19 August 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

As Client Services Manager, you will provide strategic and operational leadership across IWSS's frontline service delivery, overseeing the Domestic and Family Violence (DFV), Sexual Violence (SV), and First Response teams. Reporting to the CEO and working alongside the Business Manager and Operations Manager as part of the senior leadership team, you will be responsible for ensuring the delivery of safe, high-quality, trauma-informed, culturally safe services to women, children and young people from culturally and linguistically diverse backgrounds who have experienced domestic, family and sexual violence.

This role holds direct line management responsibility for the Senior Practitioners leading each of the three service teams, and is accountable for practice quality, service outcomes, and client experience across the organisation's direct service

delivery functions. The Client Services Manager provides escalation support on complex and high-risk cases, ensures consistent, compliant and evidence-informed practice across teams, and builds the referral partnerships and wraparound pathways that CALD women and their families need to achieve safety and recovery.

As part of the leadership team, you will also contribute frontline practice insight to organisational policy, procedure and advocacy, ensuring that the lived experience of clients and the expertise of practitioners shapes IWSS's approach to service delivery and sector influence.

Key duties and responsibilities

- Lead and supervise the Senior Practitioners across the Domestic and Family Violence (DFV), Sexual Violence (SV) and First Response teams, providing clear direction, support and accountability for service delivery outcomes
- Monitor service quality, case outcomes and client feedback across all three teams, identifying trends, risks and opportunities for improvement
- Provide escalation support, guidance and decision-making on complex, high-risk or sensitive cases, ensuring timely and appropriate responses to protect client safety
- Coordinate resourcing, caseload allocation and workload management across the three teams to ensure equitable distribution and sustainable practice
- Ensure trauma-informed, culturally safe, client-centred and legislatively compliant practice is embedded and consistently applied across all client-facing teams
- Support Senior Practitioners to deliver effective supervision, professional development and performance management within their teams
- Establish and monitor practice standards, quality assurance processes and case review mechanisms across DFV, SV and First Response service areas
- Feed frontline insight, emerging trends and practice learnings into the development and review of organisational policy and procedure, working closely with the Business Manager
- Establish and maintain strong referral partnerships with legal, health, housing and other support services to ensure timely and appropriate client access to wraparound support
- Strengthen service pathways and integration to improve outcomes for CALD women, children and young people affected by domestic, family and sexual violence
- Represent IWSS in service-level partnership meetings, case coordination forums and integrated service responses relevant to client service delivery
- Work collaboratively with the Operations Manager to ensure community partnerships and outreach activity align with and support client service delivery priorities
- Prepare community education resources and materials informed by frontline practice insight and client experience

- Coordinate the collection and use of case studies, practice examples and client feedback (with appropriate consent and confidentiality) to inform policy submissions and sector advocacy
- Contribute practice expertise to sector forums, working groups and advocacy initiatives that advance the rights and safety of CALD women, children and young people
- Support the CEO and broader leadership team in representing IWSS's service delivery perspective in funder, government and sector engagement
- Operate as a member of the senior leadership team alongside the CEO, Business Manager and Operations Manager, contributing to organisational strategy, planning and decision-making
- Ensure adherence to Child Safe Standards and legislative compliance across all service delivery functions, including mandatory reporting obligations under the Child Protection Act 1999, Domestic and Family Violence Protection Act 2012, and Privacy Act 1988
- Provide accurate and timely reporting on service delivery performance, outcomes and risks to the CEO and, as required, the Board and funding bodies
- Model and promote a values-driven, intersectional feminist, trauma-informed workplace culture across client services teams

Essential requirements

Qualifications and experience:

- Tertiary qualifications in Social Work, Psychology, Counselling, or a related discipline
- Minimum 5 years' experience in domestic, family and sexual violence or related human services, including significant experience in a leadership or management role with responsibility for supervising staff

Knowledge and understanding:

- Strong understanding of the complex issues faced by victim-survivors of domestic, family and sexual violence, with particular awareness of the experiences of women and children from culturally and linguistically diverse (CALD) backgrounds
- Understanding of domestic and family violence as the abuse of power and control in a relationship and acknowledgment that it is a gendered issue with unequal impact on women
- Knowledge of relevant legislation, including the Domestic and Family Violence Protection Act 2012 (Qld), Child Protection Act 1999 (Qld), Privacy Act 1988 (Cth), and Child Safe Standards
- Deep understanding of trauma-informed, victim-survivor centred practice, gender-responsive and intersectional frameworks, strengths-based approaches, and culturally safe service delivery

- Sound knowledge of clinical and case management supervision principles, quality assurance frameworks, and practice governance in a community services context
- Understanding of funding, compliance and reporting requirements relevant to DFSV service delivery in the Queensland community services sector

Skills and capabilities:

- Demonstrated ability to lead, supervise and develop a multidisciplinary team of senior practitioners, providing clear direction, support, and constructive performance management
- Proven ability to provide high-level escalation support and sound decision-making on complex, high-risk client matters
- Strong skills in monitoring service quality, analysing case outcomes and client feedback, and driving continuous improvement in practice
- Well-developed partnership and stakeholder engagement skills, with proven ability to build and maintain referral relationships with legal, health and other support services
- Excellent written and verbal communication skills, including the ability to prepare practice-informed resources, reports, and advocacy materials
- Strong organisational and workload management skills, with the ability to coordinate resourcing across multiple teams and competing priorities
- Ability to translate frontline practice insight into policy, procedure and sector advocacy contributions
- Ability to work collaboratively as part of a senior leadership team, contributing to organisational strategy and decision-making beyond direct service delivery

Personal attributes:

- Demonstrated ability to lead, supervise and develop a multidisciplinary team of senior practitioners, providing clear direction, support, and constructive performance management
- Proven ability to provide high-level escalation support and sound decision-making on complex, high-risk client matters
- Strong skills in monitoring service quality, analysing case outcomes and client feedback, and driving continuous improvement in practice
- Well-developed partnership and stakeholder engagement skills, with proven ability to build and maintain referral relationships with legal, health and other support services
- Excellent written and verbal communication skills, including the ability to prepare practice-informed resources, reports, and advocacy materials
- Strong organisational and workload management skills, with the ability to coordinate resourcing across multiple teams and competing priorities
- Ability to translate frontline practice insight into policy, procedure and sector advocacy contributions

- Ability to work collaboratively as part of a senior leadership team, contributing to organisational strategy and decision-making beyond direct service delivery

Desirable Criteria

- Eligibility for registration with a professional association (e.g. AHPRA, AASW or ACA) as a counsellor, psychologist, or social worker
- Lived experience or language proficiency relevant to the communities supported by the service
- Formal qualifications or training in leadership, management or clinical supervision
- Experience working across sexual violence, domestic and family violence, and first response or crisis service models
- Experience contributing to sector advocacy, policy submissions or government/funder engagement

Pre-Employment Requirements

- Right to work in Australia
- Current National Police Check (or willingness to obtain)
- Working with Children Check (Blue Card) – Queensland or equivalent
- NDIS Worker Screening Check (if applicable to service delivery)
- Current Driver's Licence and willingness to use own vehicle for work purposes (with appropriate insurance)
- Proof of qualifications and professional registration (where applicable)

Physical Requirements and Working Conditions

- Ability to work in an office environment with extended periods of computer use
- Capacity to perform regular office tasks, including filing, photocopying, and light lifting of office materials (up to 10kg)
- Flexibility to occasionally work outside standard business hours to meet organisational needs
- Ability to travel occasionally for meetings, training, or events as required
- Current driver's licence and willingness to use own vehicle for work purposes (with appropriate insurance) if required

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. 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.