



Womens Safety Services of Central Australia

Our Vision: Greater Safety, Respect and Dignity for all Women and their Children in Central Australia

People of Aboriginal and Torres Strait Islander descent are encouraged to apply.

Position:	Case Worker - Crisis Accommodation Service
Reports to:	Crisis Accommodation - Manager
Base Salary:	\$80,006 - \$85,798 per annum (negotiable based on experience) Salary packaging benefits and 12% superannuation (in addition to base salary) 6 weeks Annual Leave
Employment Details:	Permanent, up to 72 hours per fortnight.
Location:	Alice Springs

Due to the nature and requirements of this role, applicants are required to be female.

Our Vision:

Our vision is that all women and children live safely, with respect and dignity, free from violence, in their chosen communities.

Our Mission:

To prevent and respond to gendered violence in Central Australia. We are committed to driving systemic change through strong advocacy and collaborative partnerships, working within the communities we serve.

What We Do:

Women's Safety Services of Central Australia (WoSSCA) provides safe and supportive specialist Domestic, Family and Sexual Violence Services to enhance the safety and wellbeing of Women and Children. **Women and children are central to our work and we strengthen, empower and resource women and their children** to make decisions that enable safety and respect their culture and world view.

We are a not-for-profit, non-government organisation that operates on a feminist framework and through **partnerships and advocacy** we are committed to assisting and enabling women and children experiencing domestic and family violence.

WoSSCA provides several services which include 24-hour Crisis Accommodation, Outreach, Court Support, Men's Behaviour Change Partner Contact, Co-responder and Community Development and Training.

We are committed to **organisational sustainability** by investing in our people, building our workforce and embedding a strong and inclusive workplace culture.

Your Role:

The Crisis Accommodation Service (CAS) Case Worker plays a vital role in providing a safe and supportive environment for women and children experiencing domestic, family, and sexual violence.

This position is responsible for delivering intake, assessment, safety planning, and case management, while facilitating access to essential services that enhance client safety and wellbeing.

Working within the philosophy, mission, and values of Women's Safety Services of Central Australia (WoSSCA), you will provide women centred, trauma informed case work support.

The role requires flexibility to work across a rotating roster, including day, afternoon, and night shifts on weekdays, weekends, and public holidays.

Your Responsibilities:

- Respond to referrals, complete intakes, risk assessments and safety plans.
- Provide women centred, trauma informed case work support to CAS clients in response to their needs and tasks set by their case management plans.
- Work across a rotating roster, including day, afternoon, and night shifts on weekdays, weekends, and public holidays.
- Work closely and collaboratively with WoSSCA staff as well as external stakeholders to achieve best outcomes for WoSSCA clients.
- Provide advocacy to address specific issues and barriers experienced by Women and children accessing WoSSCA services.
- Maintain accurate and thorough written documentation including case notes, external referrals and incident reports.
- Collect and maintain precise statistical client data.
- Participate in regular supervision, staff meetings, skills development and training.
- Become familiar with all security measures at CAS and ensure processes are always adhered to.
- Ensure all areas within CAS are maintained, clean and tidy and support women and children accessing the service to follow WoSSCA processes.
- Where necessary undertake housekeeping duties.
- Adhere to all WoSSCA policy and procedures including WHS processes.
- Perform other reasonable duties as required and/or directed.

Your Skills, Experience and Qualifications (Selection Criteria):

1. A relevant tertiary qualification in social work, behavioural sciences, human or community services and/or demonstrated experience within the community services sector especially in Domestic and Family violence.
2. Preferred experience of working with women in crisis and understanding of crisis intervention and crisis decision making.
3. Understanding of theories and practice in areas of Gendered Violence, Strength Based approaches and Trauma Informed practice.
4. A working understanding of client confidentiality and privacy.
5. Demonstrated experience of working cross-culturally, with an understanding of cultural safety and its application in service delivery.

6. Understanding of issues affecting women and children in Central Australia such as homelessness, cultural and socio-economic differences, social and economic disadvantage.
7. Demonstrated ability to work under pressure, organise and plan to effectively manage a complex working environment.
8. Ability to perform a range of support duties with limited supervision and exercise initiative while using discretion and sound judgment to enable clients to explore and identify their needs.
9. Good interpersonal skills including positive communication, conflict resolution and ability to work collaboratively within the Urban team as well as with external services.
10. Good level of computer literacy.
11. Experience in advocacy and inter-service liaison and a broad knowledge of local services and resources.
12. Ability to adhere to all WoSSCA policy and procedures as well as working in accordance with the ethics, mission and vision of the organisation.

Our Employment Conditions:

- Must be an Australian Citizen or have unlimited work rights within Australia.
- A National Police Criminal History check (less than 3 months old) with acceptable outcome.
- Northern Territory Working with Children Clearance (Ochre Card).
- Current NT Driver's Licence.
- Current First Aid Certificate or willingness to obtain one.
- This position will work under the policies and procedures of WoSSCA and in accordance with ethics, mission statement and vision of the organisation as the employer. It will also meet the relevant policy and legislative requirements of the funding body and the government.
- WoSSCA programs are largely funded through government grants, and a close relationship exists between the organisation and relevant government departments. Therefore, an appreciation and understanding of relevant government policies, initiatives and their applications is necessary to the success of the organisation.

Authorised by:

Date: October 2025

Larissa Ellis
Chief Executive Officer