



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:	Senior Case Worker - Crisis Accommodation Service
Reports to:	Crisis Accommodation - Manager
Base Salary:	\$92,286 - \$99,294 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:

Senior Case Workers are responsible for ensuring there is consistency and quality service provision across each shift in the Crisis Accommodation Service (CAS) by leading holistic case work underpinned by the WoSSCA Good Practice Framework and ensuring compliance with WoSSCA policies and procedures.

The Senior Case Worker provides leadership across a 24-hour service by participating in a fortnightly roster of day shifts, evening shifts and active night shifts. Case work includes working together with clients to undertake assessments, safety plans, provide case management support and facilitate appropriate referrals.

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 emphasis is on enhancing the safety of women and their children accessing WoSSCA.

Your Responsibilities:

Case Management:

- Provide high level efficient and timely responses to women and children experiencing domestic violence using a crisis intervention and trauma-informed approach, via phone and in person including completing comprehensive intake and risk assessments.
- Provide holistic case work to residents of the Crisis Accommodation Service, underpinned and driven by the WoSSCA Good Practice Framework. This includes ensuring that safety plans, case plans, relevant referrals and tasks, advocacy letters and case reviews are completed in line with WoSSCA policies and procedures.
- Participate in internal case conferences, and meetings directly relating to the case management of individual residents of the Crisis Accommodation Service.
- Develop and maintain collaborative working relationships with government and non-government agencies such as Northern Territory Police, Territory Families, Housing and Communities and key NGO stakeholders.
- Maintain accurate and clear records within the WoSSCA data base, ensure all case notes are entered in a timely and efficient manner.
- Actively engages in supervision, team meetings and professional development opportunities and seeks to further develop skills relevant to WoSSCA.
- Ensure critical incidents are managed in line with both internal and NT legislative requirements.
- Foster a culture of respectful communication, reflection and a team environment that values learning.

Leadership:

- Work and provide support for staff across a rotating roster, including day, afternoon, and night shifts on weekdays, weekends, and public holidays.
- Contribute knowledge in the establishment of policies, procedures and processes, as guided by the CAS Practice Leads and Team Leader.
- Lead the implementation of policies, procedures and processes across shifts, ensuring clarity and consistency of service provision.

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. Demonstrated experience in working with women in crisis and understanding of crisis intervention and crisis decision making, with experience in advocacy and networking.
3. Sound understanding of theories approaches and practices in areas of intersectional and gendered violence, strength-based approach, trauma informed practice and cultural safety.
4. Knowledge of the Central Australian context or experience working in rural and remote settings.
5. Demonstrated ability to work under pressure, organise and plan to effectively manage a complex working environment.
6. Understanding of the principles of client confidentiality and working in a culturally safe manner
7. Excellent interpersonal skills including positive communication, conflict resolution and ability to work collaboratively within the WoSSCA team as well as with external services.
8. Excellent level of computer literacy.
9. Ability to adhere to all WoSSCA policy and procedures as well as working in accordance to 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