

Position Description

Position: DFV Case Management Worker, SHLV
Reports to: Manager, D&FV Casework Services
Location: SWS local government area of Canterbury/Bankstown, Burwood, Canada Bay, Strathfield and Inner West. (if required by Service Manager, Liverpool, Fairfield and Bankstown LGA's)
Classification: SCHCADS Level 5
Last updated: August 2026

PRINCIPLE DUTIES

The work includes, but is not limited to, the following duties:

- identifying key case management needs, providing comprehensive intake, support needs assessment, risk and safety assessments for each client (mothers and children). Developing case management plans that support client needs
- providing high level expert advice, information and appropriate referrals to women and their children as required
- participating in the development and delivery of community education to enhance the skills, knowledge, competencies and performance of those who work in the domestic and family violence sector and other relevant support agencies
- liaising with the DFV Casework Services Manager (the Manager) and case management team to ensure that child clients identified as at risk of harm or as having safety concerns, are identified and supported/managed appropriately
- liaising with the Manager to identify and provide resources that may be useful to case management staff for ongoing professional development
- providing high level expert advice and assistance to the Manager to develop and implement strategies aimed at making our case management services relevant, accessible and responsive to the needs of children impacted by domestic and family violence
- liaising with the Manager to develop good working relationships and referral networks with local services that respond to the needs of women and children impacted by domestic and family violence
- liaising with the Manager to promote our case management services
- in consultation with the Manager, identifying suitable partnerships with external stakeholders. Participating in and contributing to effective community awareness raising/ education initiatives and activities as directed by the Manager
- adhering to our policies and procedures when undertaking the work, in particular those relating to client confidentiality and privacy, referrals to and from the teams, client and worker safety, staff professionalism, child protection notifications and follow-up assistance
- collecting data and any other information, as directed by Manager
- undertaking all necessary training as negotiated with the Manager and program service agreement or required by our policies and procedures.

General Duties

- undertaking all your own word-processing as well as clerical and administrative duties for your role

- attending and actively participating in team and staff meetings
- cooperating with other members of staff in the provision of effective services in accordance with our aims and objectives
- adhering to and working within codes of practice relevant to your role and position in the community and community sector
- maintaining an up to date working knowledge of the law and practice and procedure relevant to the position
- Maintaining a working familiarity with office equipment required within the position.

Accountability and Administration

- Case Management Workers report directly to the Manager
- Case Management Workers are accountable to the Manager for the efficient and effective delivery of services
- Case Management Workers will communicate key issues, innovations or solutions to the Manager.

Common team functions and responsibilities

- working collaboratively with other team members by sharing skills, resources, projects and ideas
- respecting and working within the codes of behaviour, policies and procedures of SHLV and BDVS and Justice Support Centre
- encouraging and maintaining an atmosphere of harmony in the workplace by promoting and observing ethical practices and professionalism
- Case Management Workers must achieve complex objectives through working together cooperatively. This involves sharing information, resources and supporting each other. The SHLV & BDVS Teams work closely together in running client groups and the development of skill sharing, this is done through being flexible in approach and customer focused.

ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

- tertiary qualifications or equivalent experience in disciplines relevant to this role
- demonstrated understanding of domestic and family violence, its complexities and consequences, particularly as they affect people with disabilities, Aboriginal and Torres Strait Islander people, people from multicultural backgrounds and members of the LGBTQI community
- demonstrated experience in case management
- demonstrated understanding of working with people who are impacted by trauma and related issues
- demonstrated ability to be self-directing, plan, prioritise and exercise initiative
- demonstrated ability to work as part of a team, building networks and partnerships
- excellent written and verbal communication
- demonstrated understanding of the criminal justice response to domestic and family violence, and related legal matters such as family law, care and protection
- good computer literacy - ability to use word processing software including Outlook, Word and Excel

- current driver's license, comprehensively insured vehicle and capacity to use own vehicle for work purposes.

Desirable Criteria

- fluency in a community language other than English
- sound knowledge of South West Sydney area and its community services network.

Terms and Definitions

'SHLV' refers to the Liverpool Fairfield Bankstown Staying Home Leaving Violence Service
'BDVS' refers to the Bankstown Domestic Violence Service.