



ORANA HOUSE

Women's Advocate Refuge and SWitCH JDF V5

Job Title:	Women's Advocate CASHI Award (WA) L3	Reports to:	Refuge Coordinator SWitCH Coordinator
Revision:	V 1	Date:	01.09.2026

Purpose of the role:

Orana's vision is '**A community free from family and domestic violence**'.
With the mission of '**Supporting women and children to be Safe from Family and Domestic Violence**'.

The role of the Women's Advocate is to provide advocacy and practical and emotional support services to women and children across two of Orana's services, our crisis refuge and our SWitCH Centre. You will provide support to help them successfully achieve their identified case management goals.

They work alongside the women's case managers, children and young person advocates and external colleagues to ensure Orana empowers change through providing the highest quality of services to the women and children we support.

Key Accountabilities:

- Contribute to creating a culture of inclusion and purpose, being part of a professional, productive, passionate and cohesive team and ensuring the safety and wellbeing of staff, volunteers, clients and stakeholders at all times
- Responsible for contributing to the aims, objectives, strategies, responsibilities, timelines and the resources necessary to deliver the operational and strategic plans
- Work within the Orana House Mission Statement, Code of Conduct & Ethics and ensure adherence to all Orana House Policies and Procedures
- Ensure confidentiality of information in relation to clients, staff and organisational matters at all times
- Responsible for providing professional support services to all clients which includes assistance with both practical and emotional tasks, assisting with written referrals to other services, transport and support at appointments, internal and external recreational activities and any other tasks required to assist women to achieve safety and their individual goals
- Responsible for ensuring all relevant information is relayed back to the client's case managers for follow-up action
- Responsible for contributing to professional handover meetings, staff meetings and for engaging in personal knowledge and skills development and training
- Responsible for maintaining the professional standards of the organisation, ensuring effective communication with colleagues and clients or in any Orana business
- Responsible for representing the organisation and its mission, programs and services in strong positive images to relevant stakeholders and the general public
- Responsible for ensuring safety and cleanliness of the service at all times and to ensure Orana's assets, including vehicles, are well maintained
- Responsible for contributing to the day-to-day task requirements of the crisis service
- Any other tasks relevant to the role that supports Orana's vision of a community free from family and domestic violence.



Key Outputs:

- Maintain effective, professional relationships with colleagues, clients and external stakeholders
- Provide quality practical and emotional support and advocacy to refuge clients to assist them to increase their safety and achieve their individual goals
- Contribute to increasing client knowledge and skills to enable them to manage more confidently in the future
- Provide updates and information to the Refuge or SWitCH Coordinator and ensure the safety and wellbeing of staff and clients, manage risk and contribute to continual improvement practices
- Professional representation of the organisation to all stakeholders and the general public

Person Specification:

Competency Requirements	Technical / Professional Expertise and Qualifications Required
• Working knowledge of family and domestic violence, its impact on women and children and the resources available to assist • Knowledge & experience in culturally sensitive case management • Knowledge of trauma and violence informed and strength-based practices • Ability to advocate for clients and their needs • Ability to support change in an organisation to keep it developing and improving • Ability to manage competing demands within limited timeframes • Maintain strong professional boundaries • High level of interpersonal, written & verbal communication skills • Demonstrated knowledge and understanding of Aboriginal culture and society and the ability to communicate sensitively and effectively with Aboriginal people • Understanding and capacity to relate to people from a diverse range of social and cultural backgrounds, including those with complex needs	• Tertiary qualification in Community Services Certificate IV or above • Proficient Microsoft office skills • Demonstrated experience in direct client service delivery and liaising with external agencies and stakeholders • Must be an Australian Citizen, Permanent Resident, or hold a valid visa with working rights • Current Police and Working with Children Clearances • Current First Aid Certificate • Current WA Drivers Licence • Being female is a genuine qualification under Section 27 of the Equal Opportunity Act 1984 (WA) • Availability to work shift work, including weekends and night shift

Summary

An operational role that delivers quality services to women and children supporting them to be safe from the impacts of family and domestic violence