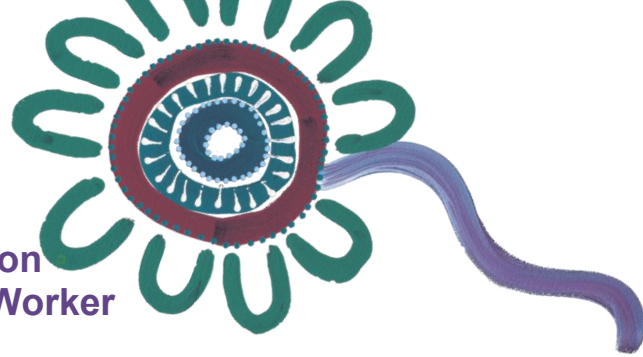




Position Description Case Worker / Social Worker

Document Number	PD [number to be assigned]
Position Description	Social Worker/ Case Worker (FALS) Unrestricted
Award	Social, Community, Home Care and Disability Services Industry Award [MA000100]
Salary	Level 6 commensurate with experience
Basis of Employment	Part-time
Full Time Equivalent (FTE)	0.4 FTE

About Consumer Credit Legal Service (WA) Inc

CCLS provides legal advice and support in credit, debt and consumer law matters. A specialist Community Legal Centre, we offer a state-wide service, with a strong commitment to assisting individuals who may face challenges accessing justice. CCLS also advocates for the development of policy and laws affecting consumers in credit and debt related matters.

Our Vision	Our Mission	Our Values
A strong community, empowered by financial and consumer rights.	To help people who are experiencing financial and consumer law matters.	Innovative Collaborative Trustworthy Respectful Compassionate

Reporting Structure

This position functionally reports to the CEO and works directly with the Senior Solicitor and Financial Abuse Legal Service (FALS) team, as part of CCLS's integrated legal and social work service model. This reporting structure separates operational supervision from professional social work supervision, helping to manage clinical governance, professional standards and role support. Case management practice is supported through professional social work supervision arrangements as required.

Role Purpose

- Work with management to establish and deliver social work services within CCLS, providing case management support that responds to the complex social and legal needs of victim-survivors of family and domestic abuse from an intimate partner.
- Work collaboratively with lawyers, paralegals and other staff in an integrated model, providing holistic legal and non-legal support to clients across Western Australia by telephone, teleconference, email and in person.
- Contribute to systemic advocacy, policy and law reform to address the causes of financial and economic abuse and improve outcomes for victim-survivors.
- Foster an inclusive and collaborative, trauma-informed practice culture within CCLS.

Selection Criteria

Essential	
Qualifications	• An AASW-approved social work qualification from an Australian tertiary institution; or • Qualifications from overseas that have been recognised by the AASW.
Knowledge, Skills and Abilities	• Ability to use listening and questioning skills to understand client needs, applying trauma-informed practice. • Experience working with victim-survivors of family and domestic abuse, including risk and needs assessment, safety planning, crisis support, case management, advocacy and referrals. • Ability to relate professionally and courteously to a wide range of people, including clients, stakeholders, colleagues, solicitors and government authorities. • High-level written and oral communication skills. • Strong organisational skills and ability to manage competing demands, work independently and use sound judgement under pressure. • Demonstrated skill in accurate case file recording and use of the Microsoft suite of programs. • Strong team player who builds positive relationships with colleagues and stakeholders. • Ability to support and mentor social work students, volunteers or secondees as appropriate. • A commitment to social justice and an interest in issues affecting people experiencing disadvantage and vulnerability.
Desirable	
	• Experience or an understanding of community, not-for-profit organisations, including experience in a community legal setting. • Demonstrated ability to work collaboratively in a multi-disciplinary team. • Experience working with clients who have legal matters involving family law, debt, or in courts and tribunals. • Experience working with First Nations communities and/or culturally and linguistically diverse clients, and a commitment to culturally safe practice. • Ability to identify systemic barriers and an interest in working towards systemic change in legislation and policy.

Key Responsibilities

Responsibility	Core Functions
Case Management and Client Support	• Provide trauma-informed case management to clients with complex needs, in accordance with CCLS eligibility criteria, including assessment, referral, safety planning and case management. • Assist clients to obtain documents and personal information relating to their financial position and liabilities. • Maintain knowledge of, and make referrals to, a wide range of support services statewide, including housing, family violence and mental health services, and advocate with services on clients' behalf. • Prepare housing applications and applications to Victims Services, and provide outreach support at court and other locations as appropriate. • Build clients' capacity and agency for long-term empowerment and financial independence. • Work collaboratively with lawyers to provide holistic services that achieve the best possible outcomes for clients.
Community Engagement and Networking	• Build and maintain referral pathways and relationships with key external stakeholders and support services relevant to CCLS's client base. • Represent CCLS in relevant stakeholder groups, committees and external forums as required. • Establish and develop peer relationships across Community Legal Centres and with other consumer legal practitioners.
Policy and Law Reform	• Identify systemic and policy issues arising through practice, and participate in CCLS's broader policy and law reform initiatives. • Contribute to policy positions, submissions, publications and other related activities, including active participation in regular meetings.
Team Contribution	• Work with management to establish and maintain social work services, including the processes and systems needed for an effective integrated legal and social work practice. • Comply with the Community Legal Centres' Risk Management Guide, including confidentiality, conflict checking, maintaining client files to a high professional standard and entering all client records into the designated database.

	• Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islander clients and other groups experiencing systemic marginalisation. • Contribute to CCLS through attendance at staff meetings, contribution to board and funding reports, assistance with intake, and support for the effective implementation of CCLS's Reconciliation Action Plan. • Model people-first principles and support colleagues' wellbeing and growth, making values-based decisions that balance impact, sustainability and accountability to community and funders.
Other Duties	• Perform any other duties reasonably required, requested, directed or nominated from time to time, within your capabilities.

Position Description Approved

CEO Signature		Date	
----------------------	--	-------------	--