

Case Worker

Status	Full-time, permanent
Location	Kununurra, WA
Reports to	Social Services Team Leader
Direct Reports	May supervise volunteers and provide mentorship to other Case Workers, in line with experience level.

Organisation

Kimberley Community Legal Services (KCLS) is an independent, not-for-profit organisation providing free civil legal help, financial counselling, and social support across the vast Kimberley region of Western Australia. With offices in Broome and Kununurra, KCLS is one of Australia's most remote community legal centres, supporting both urban and remote First Nations communities.

Known for its multidisciplinary approach, KCLS combines legal practice with social work and advocacy, empowering people to navigate legal challenges in culturally respectful, community-led ways. The team works collaboratively to ensure holistic support - from legal advice to outreach, education and systemic change.

OUR MISSION

To support and empower Kimberley people and communities to understand their rights and responsibilities, and to overcome injustice.

OUR VISION

Dignity and justice for all people in the Kimberley.

OUR VALUES

1. Empathy and respect
2. Tenacity and commitment
3. Integrity and equity
4. Teamwork and collaboration
5. Resilience and curiosity
6. Listening and inclusiveness

Role

An exciting opportunity exists within our centre for an experienced family and domestic violence and tenancy assistance Case Worker. We have a professional team that provides people experiencing violence and tenancy crisis with non-legal protection, support and advocacy. The service provides intensive, trauma informed assistance and targets the most vulnerable and at-risk people. Your role is to deliver intensive, wrap-around support services to clients, working collaboratively with the other members of the team – lawyers and financial counsellor. This role will involve networking widely to facilitate access pathways across government and non-government for clients to assist them to meet their needs. A multi-disciplinary and case management approach is used to deliver robust advocacy and supports.

Duties and Responsibilities

SERVICE DELIVERY

1. Assist clients directly as part of an integrated, holistic and client-focused services, with a focus on mental health support for clients experiencing family violence, elder abuse and/or tenancy/public housing issues.
2. Work with clients to conduct comprehensive risk assessments, risk management and safety planning.
3. Provide practical support, advocacy, and referrals to assist people access resources such as crisis accommodation, housing, income support and debt relief, personal emotional and wellbeing sessions and support in court proceedings.
4. Maintain professional client files and specialised funder/service database entries.
5. Ensure service delivery is appropriate and effective for the client community, including cultural appropriateness, dignity, respect, and accessibility for all clients.
6. Be a part of our reflective community of practice, working closely with the rest of the team to ensure improvement in the service to the community.
7. Refer clients to relevant government and non-government support services, applying a best practice approach to support their case and advocate on their behalf.

COMMUNITY EDUCATION, OUTREACH AND SYSTEMIC CHANGE

1. Working with other staff, co-deliver programs and initiatives to inform communities across the Kimberley region about FDV, elder abuse and tenancy/public housing issues and how KCLS can assist.
2. Participate in identifying law reform and systemic reform priorities and participate in strategies to address these.

COMMUNITY DEVELOPMENT

1. Participate in interagency networks and build/maintain relationships with referring agencies, key organisations, community leaders and local people relevant to the area.



2. Participate in collaborative efforts with other service providers or organisations in delivering information, advocacy, and education.

SERVICE DEVELOPMENT

1. Develop partnerships with Family Violence Unit and other agencies working with vulnerable people including police, other family violence services, counselling, crisis support services and local health services to reduce or manage the risk posed by the perpetrator and ensure the client receives coordinated support.
2. Help upskill staff on service delivery for clients who are experiencing mental health issues.
3. Participate in organisational development activities and strategies.

PROFESSIONAL DEVELOPMENT

1. Undertake appropriate professional development activities to maintain and enhance the knowledge and skills required to fulfill the responsibilities of the position.

Skills, Qualifications and Experience

ESSENTIAL

1. Relevant social work (or similar) qualifications, community service (or similar) diplomas and/or experience in client-centred social work, community work or a related field.
2. Demonstrated experience in working with clients experiencing at least one of our practice areas (family violence, elder abuse and tenancy/public housing).
3. Understanding of trauma-informed practice and the effects of trauma on wellbeing.
4. Experience conducting risk assessments, determining the level of risk and safety planning.
5. Experience in providing crisis support and advocacy to women and children experiencing or escaping family and/or who are in crisis.
6. Highly developed interpersonal communication skills, including communicating with clients with empathy.
7. Sound organisational skills and ability to manage workload and competing demands, keep accurate files and records, meet deadlines, and work effectively as part of a team.
8. Demonstrated experience in case managing clients in an ongoing capacity and coordination of services involved in assisting the client.
9. Demonstrated understanding of family violence including the individual, familial, legal and social legal involved.
10. Understanding and commitment to principles of social justice and to working effectively with Indigenous people.
11. Knowledge of community resources relevant to the needs of the clients.
12. High degree of comfort operating in the community outside an office environment, including working with clients in their homes and other external locations.
13. Demonstrated personal resilience, adaptability, initiative, and ability to meet the challenges of remote service delivery.



14. Ability and willingness to travel to remote locations and participate in outreach activities, including overnight stays on a regular basis.
15. WA Police Clearance and current Working with Children Check.
16. Current driver's licence valid for use in WA.

DESIRABLE

1. Experience in a community legal practice setting and/or community-based organisation.
2. Experience with delivery of support to victims of family violence including elder abuse.

