
Job Title	Family and Domestic Violence Support Worker
Date	October 2026 (Commencement early 2027)
Location	Fitzroy Crossing
Employment Type	Part-Time (3-4 days a week) 12-month contract with opportunity for extension
Reports To	Clinical Lead / Case Management Lead

JOB DESCRIPTION

Purpose of Role

The FDV Support Worker provides responsive, person-centred support to women seeking assistance from the Strengthening Families Team. Working remotely, the role helps women connect with support through timely referral management, triage and safe, appropriate phone-based contact.

This is a key role within the team, reporting to the Clinical / Case Management Lead and proactively supporting the administrative functions and reporting requirements of the Strengthening Families outreach and case management work.

This position is offered as a 12-month contract, with the possibility of extension subject to funding and organisational requirements.

Main Duties and Responsibilities

Referral Management and Triage

- Proactively manage incoming referrals to the Strengthening Families Team, ensuring information is recorded accurately and actioned promptly.
- Undertake initial screening and triage in accordance with organisational procedures, identifying support needs, immediate safety concerns and priorities for follow-up.
- Escalate urgent or complex concerns to the Clinical / Case Management Lead.
- Coordinate clear, timely handovers of client information.

Safe Engagement and Phone-Based Support

- Under direction from the Clinical / Case Management Lead, make outbound calls to women seeking support when safe and appropriate, confirming safe contact arrangements and respecting each woman's preferences.

- Provide scheduled phone-based check-ins, including for women engaged with the Leaving Violence Program, to identify changing needs, discuss progress and support connection with services.
- Deliver respectful, non-judgmental and person-centred support that recognises women's choices, circumstances and cultural needs.
- Recognise and respond to disclosures of family and domestic violence within the role's scope, seeking guidance and escalating concerns.

Safety, Information and Service Coordination

- Contribute to risk screening and safety planning.
- Provide accurate information about available services, practical assistance and referral pathways.
- Facilitate referrals and follow-up with internal team members and external services to support continuity of care and reduce the need for women to repeat their experiences.
- Identify barriers to accessing support and assist women to navigate service pathways in collaboration with the team.

Administration, Recordkeeping and Reporting

- Maintain accurate, timely and confidential referral records, contact logs, case notes and client information in organisational systems.
- Coordinate administrative processes that support service delivery, including appointment scheduling, follow-up reminders and referral tracking.
- Compile service activity data and contribute to reporting on referrals, client contact and program delivery.
- Handle sensitive information in accordance with organisational privacy, confidentiality and information-sharing requirements.

Teamwork, Professional Practice and Wellbeing

- Work collaboratively with the Strengthening Families Team, communicating emerging concerns, outstanding actions and service coordination needs.
- Participate in team meetings, supervision, reflective practice and professional development.
- Contribute to continuous improvement by identifying opportunities to strengthen referral processes, client communication and administrative systems.

Other Duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Essential

- Relevant experience in administration, customer service, reception, intake or phone-based client support, with demonstrated ability to manage enquiries and follow-up tasks.
- Strong telephone communication and active listening skills, including the ability to remain calm, empathetic and professional when speaking with people experiencing distress.
- Strong organisational and time-management skills, with the ability to prioritise incoming referrals, coordinate check-ins and complete allocated tasks within required timeframes.
- High attention to detail and sound written communication skills.

- Confident computer skills, including experience using Microsoft Office or equivalent applications, databases and online communication platforms, and the ability to learn new systems.
- An understanding of privacy, confidentiality and professional boundaries, with the ability to handle sensitive information appropriately.
- Basic understanding of family and domestic violence and a commitment to respectful, non-judgmental, trauma-informed and culturally responsive client support.
- Sound judgement and the ability to recognise concerns, follow established procedures and promptly escalate safety, risk or complex support needs to designated practitioners.
- Ability to work independently in a remote environment while maintaining regular communication, seeking guidance when needed and contributing to a collaborative team.
- Willingness to participate in training, supervision and reflective practice, and to use organisational support when managing challenging client interactions.

Desirable

- Previous experience in a community service, family support, family and domestic violence, health or other human-services setting.
- Experience providing phone-based support to people experiencing distress, vulnerability or complex circumstances.
- Experience coordinating referrals, appointments, client follow-up or administrative support for a multidisciplinary team.
- Experience using client management systems, maintaining contact records and compiling service activity data.
- Relevant qualifications or training in business administration, community services, customer service or a related field.
- Training in family and domestic violence awareness, trauma-informed practice, cultural responsiveness or responding to distressed callers.
- Familiarity with community support services and referral pathways, including services relevant to women and families affected by violence.
- Previous experience working remotely and using digital tools to coordinate work and communicate with colleagues.

Other

- Working with Children's Check (WA) or ability to obtain.
- Police check dated within 3 months.

Conditions of Employment

- Access to a private, quiet workspace suitable for confidential client calls, and reliable internet connectivity that meets organisational requirements.
- Ability to meet agreed working hours, availability and remote-working requirements.
- Satisfactory completion of the pre-employment checks required for the position. Specify the actual checks once confirmed, rather than automatically listing a Working with Children Check or other screening requirement.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

.....
Date

SIGNED BY MANAGEMENT

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Manager

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Date