

Position: Case Worker

NPYWC Program: Domestic and Family Violence Service (DFVS)

Employment Details: permanent, Full Time, 38 hours per week

Location: Alice Springs based with travel to the Ngaanyatjarra Lands as directed

Base Salary: \$71,420 - \$80,806 per year – (negotiable based on experience) with additional benefits.

Additional Information: Due to the nature of this role, applicants are required to be female. In this position an applicant's gender is a genuine occupational qualification and is authorised by division 2, section 14 and 31 of the Anti-Discrimination Act 1997, as amended.

Our Purpose:

To support all Anangu, especially women and children, to have a good life, guided by culture and sound governance, through the collective agency of women.

Our Values:

We are an Anangu-led organisation. We believe in the strength of our people, our culture, and the collective agency of women. We are continually guided by our values, to deliver on our purpose and ensure we deliver for and to our community, more and better choices; a good life for all Anangu.

Your Team:

Atunypa Wiru Minyma Uwankaraku' Service is a domestic and family violence support and advocacy service for Aboriginal women and children living in the NPY region. The service is informed by a holistic and relational understanding of violence which acknowledges the key role of family and community relationships in working effectively with indigenous clients. The service provides holistic case management, and facilitates group work within a community development framework for women and children experiencing domestic and family violence.

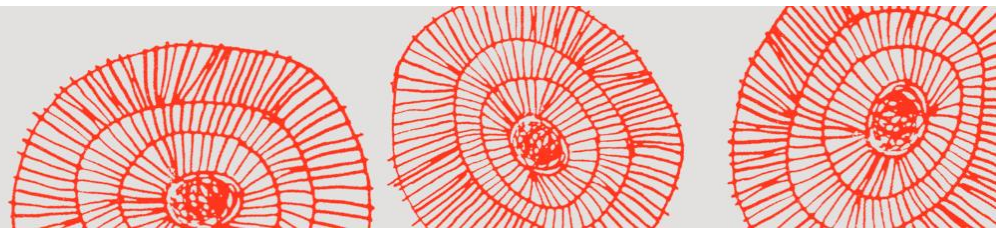
Your Role:

The Domestic and Family Violence Service (DFVS) Case Worker is responsible for supporting and advocating with, and for, women and children who may be experiencing, or at risk of, domestic violence, in a culturally safe manner, ensuring they are provided with a comprehensive support service. Working alongside the Community Development team is essential to the Case Worker role, as per the Strengthening Community Capacity to End Violence Framework. The Practice Framework can be found on our website:

<https://www.npywc.org.au/publications/>.

Your Responsibilities:

- Perform effective, efficient and compassionate face-to-face and telephone intervention through Intake and Assessment duties as per staff roster.
- Accept and document details of client referrals.
- Provide telephone advice on available services and assistance.
- Support and assist clients to make reports about domestic violence to the police.
- Support and assist clients to access services, such as the Alice Springs Women's Shelter / health services.
- Where possible, collaborate with other NPY Women's Council (NPYWC) services such as the Child and Family Wellbeing Service and Youth Program.
- Support clients at risk of experiencing domestic violence with emergency travel, accommodation and food.
- Facilitate cultural agency.



- Assist in maintaining the client database as per funding requirements and client records.
- Represent the Service in liaison and meetings with other agencies as required.
- Participate in regular professional supervision with your manager.
- Assertive outreach to 2-3 communities on a regular basis within the NPY region with community development at the forefront of the DFVS approach.
- Attend whole team Case Management meetings.
- Adhere to the AASW code of ethics and NPYWC Code of Conduct.
- Participate in regular professional development through either formal study or attending trainings, conferences and workshops as well as keeping a current working and contextual knowledge of current domestic violence research, theory and practise.

Individual Case Management

- Perform effective, efficient and compassionate face-to-face and telephone intervention through Intake and Assessment duties as per staff roster.
- Develop individual Case Management plans, including in conjunction with any other teams at NPYWC as per policy and procedure.
- Conduct and record risk assessments in accordance with jurisdictional legislation and / or practise.
- Assist clients to develop safety plans.
- Attend one or more of the following: The Alice Springs Magistrates Court or the Magistrates Courts in the remote communities of the NPY region to support victims of domestic violence.
- Attend and actively participate in interagency meetings, specifically the Family Safety Frameworks across the varying jurisdictions.
- Assist / support clients to obtain restraining orders.
- Keep accurate and clear written records of client details and assistance on client files for internal and external stakeholder in accordance with the AASW guidelines and NPYWC Policy and Procedures, on record keeping and information management.
- Develop and maintain working relationships with service providers in community.
- Ensure the link between individual case management and the community program, such as with the facilitation of group work.

Community Program

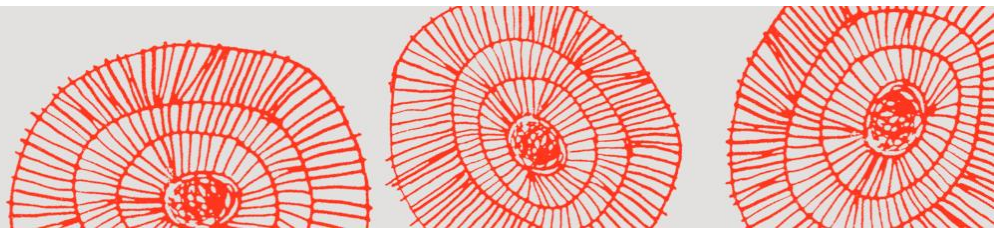
- Develop a tailored Community Program for each of the designated communities, thereby contributing to the DFVS Framework and strengthening engagement with the communities.
- Engage with community members to establish regular women's meetings, as a requirement of each assertive outreach trip to the designated communities.
- Development of relationships with groups of women to explore experiences of violence and resistance.
- Recording stories of resistance by approaching community work with a trauma-informed lens.
- Maintain records of women's meetings and be actively involved in evaluation of the community program alongside the community women.

Skills and Experience:

- Demonstrated experience and understanding of trauma-informed complex case management in a domestic violence context or closely related human services context.
- Demonstrated theoretical understanding and knowledge of domestic violence, ideally in an Aboriginal Australian cultural context.
- Understanding of vicarious trauma and worker self-care, and demonstrate good personal resilience.

Qualifications:

- A relevant degree in Social Work, Community Development or related undergraduate or post-graduate qualification, or
- A willingness to undertake studies in social work following commencement of position.
- Extensive experience in the Domestic and Family Violence context as a case manager / counsellor.



- Highly developed advocacy skills for use with police, health services and internal and external agencies.
- Excellent interpersonal communication skills, including an ability to negotiate and resolve conflict.
- Excellent organisation and planning skills for managing and prioritising competing demands in a complex working environment.
- Good computer and data entry skills.

Remuneration:

- \$71,420.82 – \$80,806.10 per year
- 9.5% Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus

Employment Conditions:

- Work in a manner consistent with NPYWC Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPYWC policies and procedures.
- Be responsible and accountable for your own and others health, safety and wellbeing.
- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPYWC.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.
- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require all staff to have a current Australian manual driver's licence.
- A current First Aid certificate or a willingness to undertake training.
- Experience in operating a manual 4WD vehicle or a willingness to undertake training.
- A good level of health and fitness that matches the requirements of the role. If so required by NPY Women's Council you may be required to undergo a pre-employment medical assessment.

We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

All information will be held in the strictest of confidence.

To find out more about this position, please contact Corrina Graham, Domestic and Family Violence Service on 08 8958 2345 or visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.

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Signed: |

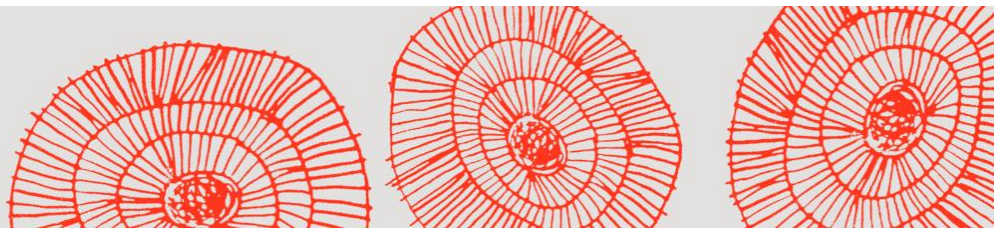


Date: September, 2020

PROGRAM MANAGER



**Ngaanyatjarra
Pitjantjatjara
Yankunytjatjara
Women's Council**



ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION

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Employee Name (Please Print)

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Employee Signature

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Date