

Women's Caseworker

To provide a range of interventions to women in the areas of women's health and homelessness, including domestic and family and sexual violence against women including case management, crisis to medium term support, advocacy and referrals.

Award

Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]

Performance Indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Performs duties as described in the Position Description	Review performance as part of Annual Review	12 months

Roles and responsibilities

Organisation

The North Queensland Combined Women's Services Inc. (NQCWS), known as The Women's Centre, operates from a broad feminist perspective and is welcoming of all women. The Women's Centre recognises that the sociopolitical environment has a direct influence on the experiences of women in society and disadvantages their access to opportunities and resources. The Women's Centre embraces a strong commitment to social and political change to support the safety and wellbeing of all women, and seeks to understand the diverse experiences and realities of women accessing the service.

The Women's Centre offers a Specialist Homelessness Service, a Women's Health Service and a Sexual Assault Support Service, which is a key partner within the Sexual Assault Response Team – Townsville Region. The Women's Centre provides trauma and violence informed therapeutic counselling, crisis support, holistic and practical case management support, advocacy, information and referrals to other support services, and therapeutic and social inclusion groups. Services offered may be centre-based, mobile, outreach and/or co-located in other locations as appropriate.

The Women's Centre aims to promote meaningful personal, social and political change by validating women's experiences, advocating for women's rights and working towards the prevention of gendered violence through awareness raising, community education and social action.

- **Following training employees may be required to participate in the after-hours Sexual Assault Response Team.**
- **Employees also may be required on occasion to work outside ordinary hours.**

Accountability

- The worker is accountable to the Team Leader and through her to the CEO, Management Committee, Staff team, and to women and individuals who access the service.

Responsibilities

- To work towards achieving the objectives of NQCWS.
- To demonstrate an understanding and commitment to social justice and feminism and to foster an environment dedicated to the celebration and promotion of feminist principles.
- To meet the requirements of the government funders.
- Contribute to the health and well-being of women.
- Contribute to reducing homelessness in the community.

Service Provision

- Service provision is provided to the funded priority group of women aged 15 years and over, who are experiencing the effects of personal and social factors on holistic health and wellbeing and are experiencing, or are at risk of, homelessness. Services can be provided through centre and mobile based support and will be offered in a safe and timely manner.

Duties

- To support women through the provision of trauma informed therapeutic casework, advocacy and support.
- Undertake initial and ongoing assessments, including risk/safety assessments and planning when required.
- Participate on a crisis support roster (daily support) to provide support to women who are experiencing homelessness, escaping domestic and family violence and other identified crises.
- Supporting women to establish or sustain housing.
- Advocate to relevant services and agencies to enhance women's safety, housing situation and increase access to relevant resources to support women to meet their needs.
- Provide therapeutic practical and emotional support.
- Provide activities/programs to increase holistic social and emotional health and wellbeing that meets the identified needs of women.
- Provide appropriate information and facilitate consent-based referrals for women, particularly within the medical and legal systems.
- Facilitate and enhance opportunities for women to engage in new and existing social networks.
- Facilitate and enhance opportunities for women's access to social opportunities and resources such as education, volunteering, employment & social inclusion activities.
- Facilitate and enhance access to mainstream services and other community supports.
- Contribute to the reception/backup of the Service, providing information and referrals to women and to other service providers.
- Promote and advocate for the collective needs of women and their experiences to other human service organisations to promote and enhance appropriate responsiveness to women who are in crisis.
- Support other Women's based services or projects as appropriate e.g. Women's Refuges, Women's Legal Service.

Administration

- In consultation with the Coordinator/Senior Counsellor/Counselling Team Leader, plan work schedules for efficient use of time and resources.
- Use current case management system (SRS)
- Record and collate monthly statistics for organisational purposes.
- Assist in providing case study data and statistics for the purpose of project work or reports.
- Organise workload effectively to include preparation and follow up time.

- Participate in Professional Development, Staff Training and Supervision
- To participate with the Coordinator, other staff and management in Women's Centre meetings, policy formulation and the planning of future directions of the Service.

Sexual Assault Response Team (SART)

- In collaboration with agencies involved in the Townsville Sexual Assault Response Team, participate to provide 24 hour on-call crisis care services for victim-survivors of sexual assault of all genders.
- Provision of trauma and violence informed, specialist critical incident sexual assault support and information regarding victim-survivors rights and options with legal and medical issues.
- Preserve the integrity of confidentiality in accordance with the victim centred best practice model of the Townsville Sexual Assault Response Team (SART), and share information as necessary to facilitate the collaborative partnership and response.
- Work collaboratively with other professionals, including our key SART partners (Sexual Crimes Unit, Townsville Hospital and Health Services including the Clinical Forensic Medicine Unit and the Office of the Director of Public Prosecutions) as well as other relevant services for example, other police, domestic violence services, homelessness services, mental health services, medical services, courts, corrections and Victim Assist Queensland.
- Participate with other team members in a shared roster for after-hours 24/7 to provide support to victim-survivors of sexual assault of all genders.

Other Duties

- Other duties as requested by the Team Leader, CEO and/or Management Committee.

Award Classification

- Commensurate with experience under the SCHCADS Award – Level 4

Previous experience

- Proficiency in case management, administration, time management, and service coordination
- Experience in collaborative engagement and advocacy for individuals facing homelessness
- Knowledge and experience incorporating a feminist analysis of violence against women
- Understanding of issues affecting women experiencing homelessness or at-risk
- Able to work with people from diverse cultural backgrounds, and/or access services which would assist women, particularly those who are disadvantaged
- Knowledge of relevant standards, legislation, and policies related to homelessness services
- Awareness of workplace health and safety, privacy, and confidentiality regulations
- Familiarity with quality assurance standards and implementation protocols.

Education

- Tertiary qualification in Social Sciences/Social Work degree and relevant employment history and experience.

Essential Registrations:

- Current Working with Children Blue Card.
- Current valid Queensland, Open, C class driving licence.

- Right to Work (Australian/New Zealand passport; Australian/New Zealand Birth Certificate or Citizenship Certificate or International Passport & Visa)

Mandatory documents

- Current valid Queensland, Open, C class driving licence.
- Current Working with Children Blue Card.
- Tertiary Qualifications
- Right to Work Documents

Checklists

- **Onboarding Checklist:** Onboarding Checklist
- **Offboarding Checklist:** Offboard Checklist