

## POSITION DESCRIPTION

**POSITION TITLE:** Domestic and Family Violence (DFV) Specialist  
**SERVICE OF:** Northern River's Women and Children's Services Inc. (NORWACS)  
**RESPONSIBLE TO:** Project Manager

## OUR VISION

Women and their children are strong, well, safe and empowered to thrive.

## OUR MISSION STATEMENT

NORWACS supports and advocates for women and children across the Northern Rivers to be well, safe, strong and empowered to thrive.

## OUR VALUES

Equality    Integrity    Respect    Kindness    Courage    Sustainability

## PURPOSE OF POSITION

NORWACS is focused on providing trauma informed, affordable services that are sensitive to the needs of women, particularly those with complex health issues and/or are recovering from violence. NORWACS understands that the trauma experienced by women in the Northern Rivers as a result of the catastrophic floods in 2022, can have an exacerbating effect on those who have experienced historical trauma. These floods also created additional barriers to women accessing the emotional, psychological and physical health services they needed.

In response, NORWACS established a multidisciplinary team of experienced workers to reach out and provide services to women living in flood impacted areas, ensuring their health and wellbeing needs continue to be serviced whilst acknowledging and meeting the changing nature of their treatment and support needs post natural disaster. The specialist team practice from a trauma informed framework, acknowledging and addressing the trauma associated with violence and abuse against women, and facilitate services for women who are disproportionately affected by the natural disaster across the Northern Rivers Region.



## STATEMENT OF DUTIES

The DFV Specialist is a key member of the organisation providing an effective and streamlined service assisting women experiencing DFV through risk assessments and safety planning, case coordination, information and court advocacy. The successful applicant will have strong interpersonal and organisational skills, and knowledge and understanding of trauma-informed practices and criminal justice response to domestic and family violence including AVO applications.

### Overall responsibilities

- Conduct risk assessments to ascertain client's current risk indicators and undertaking safety planning to address immediate safety needs; treatment/support planning and case management.
- Provide relevant information and make referrals to a range of service providers to ensure clients' safety and assist with their ongoing needs.
- Liaise with clients in relation to Safety Action Plans.
- Develop and maintain strong working relationships with partners such as WDV CAS, the NSW Police Force, Northern Rivers Legal and Community Centre (NRLCC), Department of Communities and Justice (DCJ) and any other agencies, in order to facilitate client access to those agencies and services.
- Collect and report on data pertaining to engagement and presentations to service for purposes of external research oversight.
- Adhere to confidentiality and privacy policies in the documentation of client case notes.
- Engage in professional development opportunities.
- Other duties consistent with the role that may from time to time be required as directed by your supervisor.

### Groups and Community Projects

- Participate in relevant community projects and special events which help promote the services of NORWACS.
- Assist in developing and administering policies, systems and processes for the effective operation of NORWACS.

### Administration

- Maintain accurate and timely documentation of client health records, statistical data and case notes.



- Provide letters of support in response to court matters as contracted with the client.
- Provide monthly and annual reports.
- Maintain a high standard in all record keeping and administrative tasks in accordance with policy and procedure.
- Participate in processes to improve the administrative procedures of the service.

### Team Responsibilities

- Attend team and planning meetings and participate in staff decision making and planning processes.
- Participate and contribute to organisational quality assurance processes.
- Participate in the coordination of activities in a multidisciplinary setting.
- Maintain current knowledge of relevant organisational and legal processes and requirements such as Child Protection, WH&S, confidentiality, privacy and NORWACS policies and procedures.
- Maintain communication and accountability systems with other staff.

### Safety and Security

- Ensure that safety regulations and security protocols are maintained at all times.
- Ensure confidentiality of the women's information and their privacy in accordance with professional standards and service policy.

### Professional and Ethical Practice

- Maintain current knowledge of relevant evidence-based research, theoretical perspectives and practices.
- Supervise students to develop skills in in your area of expertise.
- Respond respectfully and professionally to the women, NORWACS personnel and staff of other organisations and agencies.
- Participate in external clinical supervision as required.
- Reflect and monitor the issues of personal vicarious trauma, including the implementation of self-care strategies, reporting to the Manager for supervision.
- Contribute to the planning and review of procedures, policy and practices.
- Participate in performance appraisals annually or as determined by the Manager.



- Follow the Code of Ethics, Code of Conduct and Policy & Procedures of the organisation.
- Update and increase knowledge of available local services, relevant legislative changes, research, theory and practices in the field.
- Participate in training and other activities that promote ongoing professional development.
- Reflect on and assess personal performance on the basis of your position description, the goals of the organisation and funding requirements.
- Uphold the good name and reputation of the organisation at all times.
- Contribute to continual improvement in a changing environment.

Employer Signature		Date	
Employee Signature		Date	
Last Reviewed	30 Nov 2023		

