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<b>JOB TITLE PROGRAM</b>	Family Support – Social Worker Maninwarntikura Family Support & Legal Unit (FSLU)
<b>DATE</b>	November 2020
<b>REPORTS TO</b>	Manager FSLU

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## JOB DESCRIPTION

<b>Purpose of role</b>	To provide intensive support and case management for clients impacted by family, domestic or sexual violence in a remote setting.
<b>Main duties and responsibilities</b>	<p>Core objectives include:</p> <ul style="list-style-type: none"> <li>• Receive and respond to internal and external referrals and respond to families in crisis</li> <li>• Provide safety plans and support to clients escaping family violence</li> <li>• Provide support to lawyers with clients during their legal processes, including with the Department of Communities, police and courts</li> <li>• Undertake reporting, administrative and evaluation tasks as required</li> <li>• Build networks with agencies such as police, hospitals and other stakeholders and attend community stakeholders' meetings as required</li> <li>• Participate in the development and delivery of community education that has a social support component</li> <li>• Conduct activities in a cross-cultural environment</li> </ul> <p>The above list is not exhaustive, and the role may change to meet the overall objectives of the company.</p>
<b>Other duties</b>	Fulfil other duties as required by management.

## PERSON SPECIFICATION

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification (social work, psychology, social science or equivalent or Diploma Community Services and professional experience). Extensive work experience in this field with current studies will be looked at favourably.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated skills, experiences and practice in trauma-informed practices within an organisation. Minimum 3 years' experience in similar environment.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrated case management experience for one on one support to clients. Understand Aboriginal family and domestic</li> </ul>

violence issues, understanding of Indigenous Ways of Knowing and Doing

- Demonstrable knowledge of Early Intervention principles
- Exceptional crisis management skills including the ability to quickly and effectively assess risk and safety
- Ability to engage, establish rapport and work respectfully with Aboriginal families from different backgrounds, with different needs
- Provision of intervention strategies – planning, implementation and facilitation
- Case management from a strengths-based, trauma-informed and family-focused framework
- Strong administration skills – reporting, case notes and general documentation
- Exceptional communication, negotiation and influencing ability – able to relate to children, parents and other service providers
- Dedication to work within professional boundaries, integrity and ethical standards
- Great time management, prioritisation and ability to work within time frames while balancing your case load

#### Skills & competencies

- **Customer service focused:** committed to provide exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative, and operational duties within portfolio in an efficient and timely manner.

#### Personal attributes

- Professional approach.
- Ability to work under pressure.
- Excellent organisational and time management skills.

MARNINWARNTIKURA



WOMEN'S RESOURCE CENTRE

- Understanding and commitment to cultural difference and working with local community.
- Confident manner.
- Positive approach to change.

**Other**

- WWC – Working with children clearance or ability to obtain
- WA Drivers Licence
- Police check valid within 6 months or ability to obtain
- Prepared to work in a remote Indigenous setting in Australia