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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

DUTY STATEMENT

POSITION TITLE:	Domestic and Family Violence (DFV) Support Worker
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Community Services Manager / Program Manager
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	The DFV Support Worker provides culturally safe, trauma-informed, and client-centred support to Aboriginal and Torres Strait Islander individuals and families experiencing or at risk of domestic and family violence. The role involves crisis intervention, case management, safety planning, advocacy, referrals, community education, and support to access legal, housing, medical, counselling, and cultural services. The DFV Support Worker plays a key role in contributing to a holistic and community-led approach to safety and healing.
MINIMUM SKILLS REQUIRED:	Knowledge of the dynamics, impacts, and cultural considerations of domestic and family violence in Aboriginal communities. Strong crisis management, interpersonal and communication skills

POSITION SUMMARY

This position works closely with individuals and families affected by DFV and coordinates services to ensure access to culturally responsive and safe supports. The DFV Support Worker also actively participates in community engagement, prevention and education activities, and maintains partnerships with key services including police, legal, housing, health, and child protection.

RESPONSIBILITIES

Client-Centred Support and Case Management

- Provide confidential, culturally safe support to individuals and families impacted by domestic and family violence
- Undertake risk assessments, develop safety plans, and provide crisis support and referrals
- Provide or coordinate transport, advocacy, emotional support, and warm referrals to housing, legal, health, and mental health services
- Support victims/survivors to access court assistance, AVOs, and family law resources
- Assist in ongoing case management, including culturally appropriate wraparound support, case notes, and follow-up

Prevention, Early Intervention & Community Engagement

- Participate in and help deliver community education and awareness initiatives related to family violence, respectful relationships, and safety
- Engage with local community members, Elders, families, and schools to support early identification and culturally safe interventions
- Provide support and information to community members about legal rights, housing options, and available services

Collaboration and Partnership

- Work in collaboration with other team members including SEWB staff, AOD workers, social workers, and external agencies
- Build respectful, collaborative relationships with key services including police, housing, courts, legal aid, and health providers
- Advocate for clients within systems to ensure culturally safe and non-discriminatory service access

Supervision and Continuous Improvement

- Contribute to service planning, policy development, and program improvement initiatives

- Participate in internal and external training and professional development to maintain knowledge and competencies
- Assist with the collection of client data and contribute to reporting and evaluation of services

MEETINGS

- Facilitate team meetings.
- Assist in all-staff meetings coordination.
- Attend case review meetings and interagency forums related to DFV
- Attend interagency, community or case planning meetings as required
- Stakeholder and partnership meetings as required

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Client Support	≥90% of support plans and referrals completed within agreed timeframes
Cultural Safety	≥90% of clients report feeling culturally safe and respected
Community Engagement	Participate in ≥3 community DFV awareness activities annually
Meetings & Supervision	Attend ≥90% of scheduled team meetings and case reviews
Reporting & Records	100% compliance with case note and documentation policies

PROFESSIONAL DEVELOPMENT

- Attend cultural supervision and community-led learning as part of professional practice
- Complete relevant DFV and trauma-informed care training
- Maintain up-to-date knowledge of legal and service system developments
- Participate in team-building activities, staff reflection, and interagency forums

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated understanding of the impact of family violence on Aboriginal and Torres Strait Islander families
- Experience in providing case management and support services to individuals experiencing DFV
- Strong knowledge of referral pathways, safety planning, and legal/housing supports
- Excellent communication, advocacy, and crisis response skills
- Ability to work in a culturally safe, non-judgemental, and confidential manner
- Commitment to the principles of self-determination, community control, and empowerment

MANDATORY REQUIRMENTS

- Certificate IV or higher in Community Services, Social Work, Youth Work, or related field (or working toward)
- Aboriginality is highly desirable (as per Section 14 of the Anti-Discrimination Act 1977)
- Mental Health First Aid (or willing to obtain)
- Current CPR Certificate
- National Police Check
- Working With Children Check
- Current Driver's Licence
- Compliance with all organisational policies and procedures
- Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____