

WDVCAS Hearing Support Worker

- ✓ **Attractive not-for-profit salary packaging options**
- ✓ **SCHADS Award Grade 5**
- ✓ **Convenient location based in Homebush**
- ✓ **Full-time**
- ✓ **Supportive, inclusive and culturally diverse workplace**

About us

Community Action for Better Living (formerly known as Burwood Community Welfare Services Inc). is a non-profit, collective organisation which operates on feminist principles and is committed to the empowerment of women and children through the provision of information, resources, referral and advocacy. CABL holds the auspice for the Burwood Women's Domestic Violence Court Advocacy Service (Burwood WDVCAS) with Legal Aid NSW as the funding body. The Burwood WDVCAS assists women who are experiencing domestic and family violence by providing support through advocacy, risk and safety assessment and referrals. We service the area between Burwood and Campsie Police Area Commands (PAC), including Burwood and Bankstown courts.

Employment conditions

Being a woman is a genuine qualification for this position and is exempted under s.31 of the Anti-Discrimination Act 1977.

Employment is under the Social, Community, Home Care and Disability Services Industry Award and is subject to a Working with Children and Criminal Record Check.

Responsibilities of the Role

The work of the Hearing Support Worker includes, but is not limited to:

- Contacting clients in a timely manner, assessing risk and undertaking safety planning in relation to clients' attendance at court for hearing
- Explaining the court process and accompanying clients to court for hearing
- Liaising with Police and court staff to ensure clients have access to remote witness facilities/AVL, safe rooms, qualified interpreters and other supports as needed
- Liaising with Police, Sheriff's officers and court staff to support clients' safety at court (e.g., to prevent harassment or intimidation by defendants)
- Where the accused is self-represented, working with Police and court staff to arrange a Court Appointed Questioner where available to ask questions on behalf of the accused
- Arranging assistance with transport and childcare for clients to enable attendance at hearing
- Assisting with the organisation of Police Prosecutor Clinics and attending the clinics each month
- Liaising with the SAM Coordinator about clients at 'serious threat'

- Providing relevant information and making referrals to assist clients with their ongoing needs
- Developing and maintaining strong working relationships with key partners including Police, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services
- Complying with the WDV CAP Policy and Procedure Manual, the Domestic Violence Information Sharing Protocol and other relevant documents
- Fulfilling reporting requirements as needed.

Administration

- General administrative support, including file management, photocopying, organising meetings, organising incoming/outgoing mail and other administrative duties as required.
- Using WDV CAS database to generate statistics.
- Contribution to reports as required.
- Contribute to the preparation of appropriate resource and referral materials for the service.

Teamwork

- Comply with the organisation and WDV CAS Policies and Procedures.
- Attend team meetings as required.
- Always represent organisation in a positive and professional way.
- Contribute to a positive and cooperative work environment.

Accountability:

The position is accountable to the WDV CAS Manager or Assistant Manager.

Essential Selection Criteria:

- Being a woman
- Excellent organisational skills
- Excellent networking skills
- Excellent communication skills, particularly in negotiation, advocacy, and conflict resolution
- Knowledge of the dynamics, complexities, and legal and social welfare consequences of domestic and family violence
- Understanding of the criminal justice response to domestic and family violence including ADVOs and criminal prosecutions
- Knowledge of related legal matters such as family law, care and protection, migration, and victim's compensation issues
- Ability to deliver services in accordance with the WDV CAP model of service delivery outlined in the WDV CAP Policy and Procedure Manual and other relevant documents
- Current clearance in relation to Working with Children and relevant NSW Police Force checks.
- Knowledge of and an ability to work effectively with interpreter services;



- NSW Driver's License and access to a car;
- Demonstrated administrative and computer skills.

How to Apply

- Applications will be reviewed as they are received. We encourage applications as soon as possible, submitted online or via email to recruitment@metroassist.org.au
- Your application should address the selection criteria and include:
 - A cover letter
 - Statement against the selection criteria
 - A current resume including your full name, postal address and contact number
 - Two of your most recent work-related referees, stating their names, positions and contact details
- For enquiries regarding this position, please contact our Human Resources Advisor, Kathleen Mackay on (02) 9789 3744 or email: recruitment@metroassist.org.au

Employer questions

Your application will include the following questions:

- Do you have a current Australian driver's licence?
- Do you have a current Working With Children (WWC) Check?
- Do you have a current Police Check (National Police Certificate) for employment?
- Do you own or have regular access to a car?

Interviews will be offered as suitable applications are assessed.

Shortlisted applicants may be asked to complete a brief administration work sample as part of the selection process. Reasonable adjustments will be available where required.

Please note that only shortlisted applicants will be contacted.

CABL is an Equal Opportunity Employer and supports an inclusive approach in the workplace. We celebrate our diversity and welcome applications from all cultures, ages, religions, genders, LGBTQIA+ people, Aboriginal and Torres Strait Islander peoples, and people with disabilities.

All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.

The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.