

POSITION DESCRIPTION

1. Position Details

Item	Description
Position Title	Hearing Support Worker
Program Name	WDVCAS
Position Type	Full time
Classification	SCHADS Level 5
Reports To	WDVCAS Manager or Assistant Manager
Office Location	Homebush
Region	Inner West Sydney
Direct Reports	Nil

2. Position Purpose

The Hearing Support Worker assists clients in regard to defended hearings in the Local Court for Apprehended Domestic Violence Order and/or domestic and family violence related criminal charge matters. The aim of the role is to empower clients to safely participate in the court process and attend hearings.

3. Key Responsibilities

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 Safety Action Meeting (SAM) Coordinator about clients 'at serious threat';

- Addressing the safety and wellbeing of children and young people through child-aware practices during intake, risk assessment, and safety planning, and making referrals as required;
- 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 WDVCAP Policy and Procedure Manual, the Domestic Violence Information Sharing Protocol and other relevant documents;
- Fulfilling reporting requirements as needed;
- Contribute to the preparation of appropriate resource and referral materials for the service;
- Attend relevant professional development activities, training and team meetings – may require travel at times;
- Attend regular supervision; and
- Represent the Women’s Domestic Violence Court Advocacy Service in a positive and professional manner.

Responsibility Area	Key Activities
Client Support for Hearings	Contacting clients; assessing risk; undertaking safety planning; explaining court processes; supporting attendance at hearings.
Risk Assessment and Child Safety	Conducting risk assessments; applying child-aware practice; making referrals where child safety concerns exist.
Client Engagement	Providing trauma-informed, person-centered support; ensuring clients understand their rights and options.
Service Coordination and Advocacy	Liaising with Police, Courts, Sheriff’s officers, legal representatives and SAM Coordinator; arranging interpreters, AVL, safe rooms, transport and childcare; attending SAMs and court.
Documentation and Reporting	Fulfilling reporting requirements; maintaining accurate client notes; contributing to resource and referral materials.
Professional Practice	Participating in supervision, training, professional development and team meetings; representing WDV CAS professionally.

4. Key Relationships

Internal	External
WDVCS Manager Assistant Manager WDVCS staff SAM Coordinator Administrative staff	NSW Police Force Local Courts Sheriff's officers Legal representatives Interpreters Community organisations Referral agencies

5. Key Capabilities (3-6)

- Ability to provide trauma-informed, safety-focused support to clients attending hearings.
- Strong communication skills, including explaining court processes clearly.
- Ability to coordinate with Police, Courts and legal stakeholders.
- Effective risk assessment and safety planning capability.
- Strong organisational and administrative skills.
- Ability to work independently and collaboratively within a multidisciplinary team.

6. Qualifications and Experience

- 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 intersectionality between social issues and domestic and family violence, in particular the barriers that women may face when seeking assistance;
- Understanding of the criminal justice response to domestic and family violence;
- Ability to take a person-centered and non-judgmental approach when working with clients;
- Knowledge of related legal matters such as family law, care and protection, migration, and victim's compensation issues

7. Compliance Requirements

- Current Working With Children Check
- Current National Police Check
- Current Driver Licence
- Compliance with organisational policies and procedures
- Complies with Stepwise Community Services information security policies, standards, plans and procedures relevant to the program area.

- Maintains the security, confidentiality and appropriate handling of client and organisational information assets.
- Participates in required security awareness training and implements information management practices appropriately.
- Identifies and reports suspected or actual information security or safety incidents in accordance with organisational protocols.
- Ability to deliver services in accordance with the WDVCAP model of service delivery outlined in the WDVCAP Policy and Procedure Manual and other relevant documents.

8. Organisational Commitments

The organisation is committed to child-safe practice, cultural safety and inclusive service delivery. Employees are expected to uphold the organisation’s values, comply with relevant legislation and contribute to a respectful and safe workplace.

9. Decision Making and Accountability

The role exercises professional judgement in assessing client needs and implementing case management strategies within organisational policies and program guidelines. Complex or high-risk matters must be escalated to the Team Leader or Manager.

10. Acknowledgement

This Position Description outlines the general purpose, responsibilities, and expectations of the role as at the date of issue. It is intended to provide guidance on the scope and requirements of the position.

This Position Description may be reviewed and updated from time to time to reflect organisational, operational, or service delivery needs. Reasonable consultation will occur where changes materially impact the role.

By signing below, the employee acknowledges that they have read, understood, and discussed the expectations of the position with their manager.

Name	Signature	Date
Employee		
Manager		

Document Control (Administrative Use Only)

This section is maintained for document governance and version control purposes only. It does not form part of the position requirements, role responsibilities, or performance expectations.

Field	Details
Document Title	Position Description – Hearing Support Worker
Program / Team	WDVCAS
Version	1.0
Approved By	WDVCAS Manager /Assistant manager
Approval Date	May 2026
Review Date	May 2028
Document Owner	People and Culture