

POSITION DESCRIPTION

Position Details

Item	Description
Position Title	SETS Generalist Worker – Women Empowerment
Program Name	Settlement Engagement and Transition Support (SETS) Program
Position Type	Part-Time, Fixed Term (21 hours per week) until 30 June 2027
Classification	SCHADS Grade 3
Reports To	SETS DFV Specialist
Direct Reports	Nil
Office Location	Bankstown, Campsie and other sites as required

Position Purpose

The SETS Generalist Worker – Women Empowerment supports newly arrived migrant and refugee women to build confidence, increase self-reliance and participate safely in their families and communities.

The role has a specific focus on supporting women who have experienced, or are at risk of, domestic and family violence (DFV) through culturally safe, trauma-informed and strengths-based settlement support.

The position provides client support, casework, advocacy, referrals, group programs and community engagement activities that promote safety, wellbeing, social connection and access to services. The role works collaboratively with specialist DFV services, settlement providers and community organisations to improve outcomes for women and their families.

The SETS Generalist Worker – Women Empowerment delivers services in accordance with SETS Program Guidelines, organisational policies and procedures, safeguarding requirements and relevant legislative obligations.

Key Responsibilities

Responsibility Area	Key Activities
Client Support and Settlement Casework	• Provide person-centred settlement support, information, advocacy and referrals to eligible SETS clients. • Support newly arrived migrant and refugee women experiencing or at risk of domestic and family violence to access appropriate settlement, legal, health, housing, financial and community services. • Assess client needs, develop support plans and provide appropriate referrals within the scope of the role. • Conduct safety planning with women experiencing or at risk of domestic and family violence, in accordance with organisational policies, risk assessment processes and referral pathways. • Support women to understand the dynamics and impacts of domestic and family violence, including recognising coercive control, available legal protections, support services and options to enhance their safety and wellbeing. • Support clients to understand their rights, available services and pathways to increase independence, safety and social participation. • Build effective referral pathways with specialist domestic and family violence services, legal services, housing providers, health services and other community organisations. • Advocate for client needs within organisational policies and delegated authority. • Participate in case coordination with internal and external service providers where appropriate.
Women's Empowerment and Group Programs	• Plan, coordinate and facilitate weekly women's empowerment group sessions that promote confidence,

Responsibility Area	Key Activities
	wellbeing, social connection and positive settlement outcomes. • Deliver culturally appropriate workshops, community education sessions and information sessions covering topics such as women's rights, healthy relationships, respectful relationships, parenting, financial literacy, employment pathways, health, safety and community participation. • Develop and deliver primary prevention activities that promote gender equality, respectful relationships, women's empowerment and the prevention of domestic and family violence within newly arrived migrant and refugee communities. • Promote awareness of domestic and family violence, available support services and pathways to safety through culturally responsive education and outreach activities. • Encourage peer support, leadership, community participation and social inclusion among newly arrived women. • Collaborate with community organisations and specialist services to deliver community education and capacity-building initiatives that strengthen settlement outcomes for women and their families.
Community Engagement and Outreach	• Develop and maintain relationships with women's organisations, multicultural services, settlement providers, community groups and specialist domestic and family violence (DFV) services. • Conduct outreach activities to increase awareness of SETS services and improve access for newly arrived migrant and refugee women. • Promote women's participation through culturally appropriate community engagement activities and events.

Responsibility Area	Key Activities
	• Represent the SETS program at relevant interagency meetings, domestic and family violence networks, committees and communities of practice to strengthen partnerships and improve referral pathways. • Participate in relevant working groups and collaborative initiatives that support settlement outcomes, women's safety and wellbeing. • Work collaboratively with specialist DFV services, community organisations and key stakeholders to plan and deliver women's events, community forums, information sessions and awareness activities. • Support the planning and delivery of annual awareness initiatives, including 16 Days of Activism Against Gender-Based Violence, Domestic and Family Violence Prevention Month activities and other community events that promote women's safety, gender equality and primary prevention. • Build and maintain effective partnerships that strengthen coordinated responses for newly arrived migrant and refugee women experiencing or at risk of domestic and family violence.
Data Management and Reporting	• Maintain accurate client records, case notes and service documentation in accordance with organisational requirements. • Complete data entry and reporting requirements within required timeframes. • Maintain confidentiality and ensure information is managed in accordance with privacy legislation and organisational policies.
Team Contribution and Continuous Improvement	• Participate in supervision, team meetings, case discussions and professional development activities.

Responsibility Area	Key Activities
	• Contribute to continuous improvement initiatives, program evaluation and service development. • Share knowledge of emerging issues affecting migrant and refugee women to support responsive service delivery.

Key Relationships

Internal	External
• Settlement and Employment Services Manager • SETS DFV Specialist • SETS Client & Community Engagement Team Leader program staff • Other Stepwise program teams and service streams • Students and Volunteers	• Specialist domestic and family violence services, Women's services. • Settlement service providers and referral agencies. • Health, housing, legal and family support services. • Local councils and government agencies. • Community organisations and multicultural services.

Key Capabilities

- Demonstrated ability to provide culturally responsive client support, casework and settlement services.
- Understanding of the barriers and settlement challenges experienced by newly arrived migrant and refugee women.
- Knowledge of domestic and family violence impacts and the ability to respond appropriately within the scope of a generalist settlement role.
- Ability to apply trauma-informed, strengths-based and culturally safe approaches to service delivery.
- Strong communication and interpersonal skills with the ability to build trust and rapport with clients from diverse backgrounds.
- Ability to facilitate women's groups, community education sessions and outreach activities.

- Strong organisational skills with the ability to manage competing priorities and maintain accurate client records.
- Ability to work collaboratively with internal teams and external service providers.
- Commitment to client safety, empowerment, inclusion and professional practice.

Qualifications and Experience

Essential:

- Relevant qualification or demonstrated experience in Community Services, Social Work, Human Services, Community Development or a related discipline.
- Demonstrated experience working with culturally and linguistically diverse communities, including migrants and refugees.
- Experience providing client support, casework, advocacy or community engagement.
- Understanding of trauma-informed practice and culturally safe service delivery.
- Strong written and verbal communication skills.
- Experience maintaining accurate client records and service documentation.

Desirable:

- Experience supporting women affected by domestic and family violence.
- Experience facilitating women's groups, workshops or community education programs.
- Knowledge of the domestic and family violence service system and referral pathways.
- Ability to speak a community language relevant to the client groups supported by the program.
- Lived experience of migration or demonstrated understanding of the communities served.

Compliance Requirements

- Current Working with Children Check
 - Current National Police Check
 - Current Driver Licence
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- *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.*

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.

Decision Making and Accountability

The SETS Generalist Worker – Women Empowerment is responsible for delivering client support, community engagement and group activities within the scope of the role, SETS Program Guidelines and organisational policies.

The role applies professional judgement when assessing client needs, identifying risks, providing information, making referrals and supporting women experiencing settlement challenges and domestic and family violence.

The position is accountable for maintaining professional standards, accurate documentation, confidentiality, safeguarding responsibilities and compliance with funding and organisational requirements.

Matters involving significant risk, child protection concerns, domestic and family violence safety issues beyond delegated authority, complex case management or safeguarding matters are escalated promptly to the SETS DFV Specialist or Settlement and Employment Services Manager.

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.

<i>Name</i>	<i>Signature</i>	<i>Date</i>
<i>Employee</i>		
<i>Manager</i>		

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