



<b>POSITION DESCRIPTION</b>	
<b>POSITION</b>	Multicultural Domestic and Family Violence Outreach Worker
<b>REPORTS TO</b>	Coordinator - Settlement and Communities (New England)
<b>DIRECT REPORTS</b>	Nil
<b>POSITION SUMMARY</b>	The Multicultural Domestic and Family Violence Outreach Worker will provide specialist support and case management with newly arrived families from migrant and refugee backgrounds effected by domestic and family violence. This role also provides community education and outreach into multicultural communities across the New England.
<b>LAST REVIEW</b>	November 2021 (Manager – Settlement and Communities)

## Key Responsibilities and Accountabilities

- Provide Domestic and Family Violence (DFV) casework services for clients with a person-centred approach that prioritises the needs of victim survivors and their children.
- Develop and maintain relationships with other service providers to establish and maintain a local referral network, including specialist DFV service providers (where they exist), financial, health, housing, legal, and children's services, to support effective service delivery in the CALD sector
- Undertake community outreach across the New England region, working with local organisations, businesses and informal networks such as community leaders to engage with people from Culturally and Linguistically Diverse (CALD) communities
- Deliver community education sessions around healthy relationships, definitions of DFV and other related topics, to increase community understanding of DFV in an accessible form.
- Support engagement with social and inclusion programs to empower and build capacity of clients individually and as a community
- Develop (or adapt), publish and distribute written resources to raise awareness of DFV services within the local CALD community
- Provide support in building the capacity of New England team members to respond to DFV matters in CALD community through sharing knowledge and experience
- Actively develop and maintain local networks and links within the community and with government agencies to advocate for individual client issues and systemic issues related to DFV
- Work within referral networks to build capacity of stakeholders and service providers to become more culturally sensitive
- Undertake related administrative duties, including but not limited to maintaining accurate client records, ensuring confidentiality at all times.
- Maintain familiarity with current legislation, policies, guidelines, research, and other resources, as they relate to the service, DFV, child protection and privacy.
- Take reasonable care of your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other employees or clients.
- Ensure appropriate and respectful workplace behaviour at all times and promote a working environment which is free from discrimination, bullying and harassment.



- Undertake any other tasks, duties or specific projects within your area of skill and expertise, as required by NSS.

## POSITION REQUIREMENTS

### Essential

- Tertiary Qualification in relevant discipline or at least 2 years' experience in the DFV field
- Demonstrated experience in casework and ability to manage caseloads
- Experience in undertaking community education and outreach
- Demonstrated experience and knowledge of DFV intervention in a variety of settings e.g. individuals, couples, children, young people, families and groups.
- Active knowledge of relevant criminal justice systems, including the child protection legislation.
- Effective written and verbal communication skills with ability to influence key stakeholders.
- Strong ability to work with diverse groups of people.
- Demonstrated strong time management skills and ability to work unsupervised.
- Reliable and prompt with a professional, neat and tidy appearance.
- Current driver's licence, access to a fully registered motor vehicle and ability to travel.

### Desirable

- Experience with working with culturally and linguistically diverse (CALD) communities
- Degree in Social work or Psychology or equivalent.
- First Aid Certificate.

Being a woman is a genuine occupational qualification for this position under Section 31 of the *Anti-Discrimination Act 1977 (NSW)*.

## SIGN OFF

I understand the Position Description as set out above and agree to fulfill the tasks and responsibilities to the best of my ability for Northern Settlement Services Limited.

<b>Print Name</b>			
<b>Signature</b>		<b>Date</b>	
<b>Manager Name</b>			
<b>Manager Signature</b>		<b>Date</b>	