

## POSITION DESCRIPTION

### WDVCAS Service Manager

Full Time - 38 hrs per week

SCHCADS Award Level 7

The Manager is responsible for the day-to-day operations of the Burwood Women's Domestic Violence Court Advocacy Service (WDVCAS), which operates across the Burwood & Bankstown Court Regions.

The Manager reports to the Chief Executive Officer (CEO) of Community Action for Better Living (the Provider). The Manager is responsible for the management of the WDVCAS on a day-to-day basis.

#### *Responsibilities of this role*

The work includes, but is not limited to, the following duties:

- Managing the funding and overall operation of a WDVCAS, including compliance with Women's Domestic Violence Court Advocacy Service Daily Practice Checklist in Annexure E of the WDVCAS Policy and Procedure Manual 2020-2024;
- Assisting Provider compliance with reporting and other requirements under the WDVCAP Service Agreement, the SAM Manual, the WDVCAS Policy and Procedure Manual 2020-2024 and the operational documents in Annexure A;
- Recruiting, supervising and supporting a team of WDVCAS staff, seconded workers and FASS staff where relevant;
- Ensuring WDVCAS staff have access to training, supervision and ongoing professional development;
- Developing and administering operational policies and systems for the effective operation of the WDVCAS, including the following aspects of client survey delivery:
  - The collection, use and storage of client information;
  - Referrals to and from the WDVCAS;
  - Client and worker safety; and
  - Child protection notifications.
- Developing and implementing, in consultation with Focus Workers (Aboriginal, Disability, LGBTIQ, Older Women, Multicultural, Youth) and local community organisations, strategies aimed at ensuring that the WDVCAS is relevant and accessible to a diverse range of women and children;
- Supporting Focus Workers to undertake community engagement activities;
- Preparing the Annual Budget each year for submission in accordance with the



COMMUNITY ACTION FOR BETTER LIVING

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Service Agreement;

- Developing and maintaining strong working relationships with key WDV CAS partners including the NSW Police Force, Local Courts and local legal services, and facilitating access to those services for clients;
- Sourcing seconded workers from appropriate agencies who can assist in WDV CAS court work where possible, coordinating a roster of seconded workers and ensuring they have the knowledge and skills to undertake WDV CAS work and providing seconded workers with regular updates and debriefing;
- Undertaking high level liaison and advocacy with, and on behalf of, WDV CAS clients where required;
- Providing high-level advice and contributing to legal and/or policy reform through responding to requests for information from the WDV CAP Unit, and through relevant forums;
- Representing the WDV CAS to external stakeholders, including delivery of presentations upon request and attending interagency meetings;
- Participating in community engagement activities to promote the work of the WDV CAS; and
- Analysis of relevant quantitative data (such as demographic information from the WDV CAS service area) and qualitative data (such as client and stakeholder surveys) and implementing appropriate changes to improve service delivery.

### *Responsibilities to the Provider*

Report to the CEO of the Provider, as required.

The Manager provides advice and recommendations to the CEO regarding financial and service planning issues, priorities and strategies.

### *Essential skills and knowledge*

- A degree in social work or equivalent
- Demonstrated knowledge and understanding of the dynamics, complexities and legal and social welfare consequences of domestic and family violence;
- Demonstrated knowledge and understanding of the criminal justice response to domestic and family violence including ADVO applications, criminal prosecutions and 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 Service Agreement, the SAM Manual, the WDV CAS Policy and Procedure Manual 2020-2024 and the operational documents in Annexure A;

- Excellent organisational, administrative, financial and management skills;
- Ability to recruit, train, supervise and support WDVCS staff and seconded workers;
- Ability to develop and implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of WDVCS services to a diverse range of women and children;
- Ability to analyse quantitative data and qualitative data to improve service delivery;
- Experience in building and maintaining constructive working relationships with key stakeholders and excellent networking skills;
- Excellent communication skills, particularly in management, negotiation, advocacy and conflict resolution;
- Ability to effectively represent the work of the WDVCS in public forums and in the media, and confidence in public speaking;
- Relevant tertiary qualifications and/or demonstrated experience in domestic and family violence service provision;
- Demonstrated management experience; and
- Current clearance in relation to Working with Children and relevant NSW Police Force checks.

### *Accountability*

To the CABL CEO

August 2023