

The Assistant Manager supports the Manager in the overall administration and coordination of the Women's Domestic Violence Court Advocacy Service (WDVCAS), whilst maintaining direct engagement with WDVCAS clients.

The Assistant Manager exercises a high level of responsibility and provides high-level expert advice. It is recommended that this role is remunerated in with line with a Grade 6(minimum)fora Social and Community Service Employee under the *Social, Community, Homecare and Disability Services Industry Award 2010*.

### *Responsibilities of this role*

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

- Assisting the Manager in service delivery, and the overall administration and coordination of the WDVCAS;
- Assisting the Manager in developing and administering operational policies and administrative tasks, systems and processes for the effective operation of the WDVCAS;
- Coordinating and managing the operation of discrete areas of the WDVCAS such as list day at a particular court;
- Coordinating projects at the request of the Manager;
- Undertaking a variety of tasks relating to the operation of the WDVCAS, under the general direction of the Manager;
- Analysis of relevant quantitative and qualitative data (such as demographic information from the WDVCAS service area) and implementing appropriate strategies and changes to improve service delivery, and reporting of data analysis; and
- Representing the Manager at external meetings and forums as requested.

### *Essential skills and knowledge*

- Knowledge and understanding of the dynamics, complexities and legal and social welfare consequences of domestic and family violence;
- Knowledge and understanding of the criminal justice response to domestic and family violence including AVO 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 WDVCAP Service Agreement, the WDVCAP Policy and Procedure Manual, the SAM Manual and other operational documents;
- Good organisational, administrative, financial and management skills;
- Ability to implement service delivery strategies aimed at ensuring the relevance, accessibility and responsiveness of WDVCAS services to a diverse range of women and children;
- Ability to analyse relevant quantitative data and qualitative data to improve service delivery;
- Experience in maintaining constructive working relationships with key stakeholders and good networking skills; and
- • Excellent communication skills, particularly in management, negotiation, advocacy and conflict resolution; and
- • Current clearance in relation to Working with Children and relevant NSW Police Force checks.

### *Accountability:*

To the WDVCAS Manager.