

**REDFERN LEGAL CENTRE
SYDNEY WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY SERVICE**

Intake and Referral Officer

Accountability	RLC Chief Executive Officer
Supervisor	Coordinator Sydney WDV CAS
Last reviewed	March 2018
Client/target group	Women experiencing domestic violence
Scope	This document provides the broad parameters of the position and should be read in conjunction with the Annual Work Plan

Position identification

Being a woman is a genuine occupational qualification for this position under the NSW *Anti-Discrimination Act*.

Preamble

Redfern Legal Centre promotes social justice through:

- providing free legal advice, legal services and education to disadvantaged people in New South Wales, and to groups who advocate for them
- participating in activities which reduce inequalities and defects in laws, the legal system, and administrative and social practices that impact on disadvantaged people.

Statement of Shared Philosophy and Values

To achieve its purpose, Redfern Legal Centre:

- is committed to reducing social inequities and systemic barriers to people enforcing their rights
- works with clients so they can assert their rights
- focuses on preventative measures
- seeks new and better ways of providing legal services to its clients
- is flexible in its service so that it remains responsive to changing community needs
- involves the community in its service operation and development
- strives to be non-discriminatory in its service delivery
- advocates for the public interest through issues which affect the wider community or significant sections of the community
- maintains its political independence
- uses its resources efficiently and effectively

- seeks excellence in its operation and accountability to its community and funders

The SWDVCAS Intake and Referral Officer (IRO) works with other SWDVCAS workers to accept referrals from the Central Referral Point, undertake safety assessments, make appropriate referrals for clients, assist with the general administration of the service and provide clients with an effective, streamlined service.

Common staff responsibilities

RLC believes that all members of staff should contribute to the administration and development of the organisation. Along with all other staff, the worker may be required to:

- undertake the carriage and conduct of the work of other staff during periods of leave;
- provide regular reports to management and staff meetings;
- assist with the general day to day administration of the SWDVCAS as required;
- attend and participate in team meetings, staff meetings, policy and staff days;
- assist in the preparation of submissions and reports to funding bodies, as required, including the maintenance of statistics;
- liaise and network with other professionals in the area;
- carry out such other duties as may be reasonably required by the SWDVCAS Coordinator or Management of Redfern Legal Centre.

Specific Duties

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

- Accepting electronic referrals as well as telephone and paper referrals from government agencies and non-government services.
- Contacting clients in a timely and appropriate manner to offer a service.
- Complying with the WDVCA Manual, the Safety Action Meeting Practice Manual and the Domestic and Family Violence Information Sharing Protocol.
- Conducting safety assessments with clients to ascertain risk status.
- Undertaking safety planning with clients to address their immediate safety needs.
- Making warm referrals to a range of agencies and services to assist clients with their ongoing needs, such as counselling, legal advice and representation, accommodation and court advocacy.
- Liaising with victims in relation to safety action plans developed at Safety Action Meetings if needed and/or appropriate support provided, or arranged, by the Local Coordination Points.

- Together with the SWDVCAS Coordinator, developing and administering policies, systems and processes for the effective operation of the Court Advocacy Service, Local Coordination Points and Safety Action Meetings.
- Developing and maintaining strong working relationships with key WDV CAS partners including NSW Police Force, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services.
- Liaising with the Safety Action Meeting Coordinators regarding clients at serious threat to ensure these clients are placed on the agenda for the next Safety Action Meeting.
- Fulfilling data entry and reporting requirements for the WDV CAP Database and the Central Referral Point in line with the WDV CAS Service Agreement and the WDV CAP Principles, Policies and Standards as needed.