



**SOUTH WEST SYDNEY LEGAL CENTRE INCORPORATED**

ABN: 91991317875

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**LOCAL COORDINATION POINT INTAKE AND REFERRAL OFFICER**

**SOUTH WEST SYDNEY WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY  
SERVICE (SWSWDVCAS)**

Dear Applicant,

Thank you for your interest in the Local Coordination Point Intake and referral officer position with South West Sydney Women's Domestic Violence Court Advocacy Service (SWSWDVCAS). This package encloses the information you require to apply for the position.

**Our Organisation**

South West Sydney Legal Centre (SWSLC) is a not-for-profit organisation, delivering innovative, multi-disciplinary and diverse strategies aimed towards facilitating access to justice in our local communities.

SWSLC auspices several domestic violence programs, including the South West Sydney Women's Domestic Violence Court Advocacy Service (SWSWDVCAS). As part of the "It Stops Here: Safer Pathway" strategy, SWSLC hosts the Liverpool and Bankstown Local Coordination Points, services for all women and children affected by domestic violence in the Liverpool and Bankstown areas.

We are seeking Intake and Referral Officers to join our dynamic and friendly teams at our Smithfield or Bankstown offices. You will be part of delivering the government's new Domestic and Family Violence Reforms, working with a team committed to eliminating violence against women and children.

Intake and Referral Officers will work closely with the SWSWDVCAS Coordinator to provide clients with an effective and streamlined service.

Applicants should have a commitment to empowering women and children affected by domestic and family violence, and have demonstrated ability to engage effectively with clients in crisis.

This position is open to female applicants only. SWSLC considers being a woman is a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW). Women from Aboriginal or Torres Strait Islander backgrounds are encouraged to apply. Proficiency in a language other than English is desirable. The preferred applicant will be required to undergo a Working with Children Check and a Criminal Record Check.

**The role of the Intake and Referral Officers**

Please see the **job description** and the **essential and desirable criteria** further down in this document.

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**HOW TO APPLY**

1. Read the position description and selection criteria further down this document
2. Your application should include a covering letter and a resume. The covering letter needs to state:
  - The position you are applying for
  - Your current contact details
  - Contact details for 2 professional referees (at least one current or previous line manager)
  - When preparing your application, please explain clearly how your skills and experience meet Each essential and desirable criteria listed. Applications that do not meet **ALL** of the essential criteria will not be considered
  - Your resume should detail your employment history including dates and include a brief statement of duties for previous roles and your education history
  - Please send written applications to [alison@swslc.org.au](mailto:alison@swslc.org.au).

**Closing date: 9.00am 16 July 2018**

**Contact Person:** Enquiries related to the role should be directed to Farah Assafiri on 0450 051 085. Administrative enquiries should be emailed to [alison@swslc.org.au](mailto:alison@swslc.org.au)

Yours sincerely,

Farah Assafiri  
Coordinator  
SWSWDVCAS

## Essential and Desirable Criteria

### Essentials

- Demonstrated knowledge and understanding of the dynamics, complexities, and legal and social consequences of domestic violence;
- Demonstrated knowledge of issues relating to Aboriginal and Torres Strait Islanders, people with culturally and linguistically diverse backgrounds, people with disabilities and people of same sex
- Demonstrated understanding of the criminal justice response to domestic violence including ADVO applications, criminal prosecutions and related legal matters such as family law, care and protection, migration and victim's compensation issues;
- Demonstrated ability to engage effectively with clients in crisis and provide appropriate, trauma informed support.
- Demonstrated ability in building networks and partnerships.
- Excellent communication skills particularly in negotiation, advocacy and conflict resolution.
- Excellent time management and organisational and administrative skills.
- Demonstrated ability to work effectively with interpreter services and other support services.
- Current driver's license, Comprehensively Insured vehicle and capacity to use own vehicle for work purposes.
- Willingness to complete the 'Working with Children Check' and a criminal record check.

### Desirables

- Proficiency in a language other than English.
- IT skills

## **Position Description**

### **Local Coordination Point Intake and Referral Officer**

#### **Summary of Duties**

The Local Coordination Point Intake and Referral Officer (IRO) assists the Safety Action Meeting Co-ordinator in the overall administration and coordination of the Local Coordination Point responsibilities. The IRO works in partnership with the Safety Action Meeting Co-ordinator and other WDV CAS workers to provide clients with an effective, streamlined service.

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

- Assisting the Safety Action Meeting Co-ordinator to develop and administer policies, systems and processes for the effective operation of the Local Coordination Point and the Safety Action Meeting.
- Complying with the Safety Action Meeting Practice Manual and the Domestic and Family Violence Information Sharing Protocol.
- Accepting electronic referrals from the Central Referral Point as well as telephone and paper referrals from government agencies and non government services.
- Contacting clients referred to the Local Coordination Point in a timely and appropriate manner to offer a service.
- Conducting a threat assessment with clients to ascertain current 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 and / or appropriate support provided, or arranged, by the Local Coordination Point.
- 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 Co-ordinator 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.
- Undertaking WDV CAP Core Training through Legal Aid NSW.

**Common team functions and responsibilities**

- Work collaboratively with other team members by sharing skills, resources, projects and ideas
- Respect and work within the codes of behaviour, policies and procedures of the SWSWDVCAS and Service Provider
- Encourage and maintain an atmosphere of harmony in the workplace by promoting and observing ethical practices and professionalism

**Terms and Definitions**

- 'SWSWDVCAS' refers to the South West Sydney WDV CAS
- 'Service Provider' refers to South West Sydney Legal Centre Inc.