

# Position Description



YWCA CANBERRA

Position Information	
Position	Child and Youth Domestic Violence Worker
Date approved	September 2025
Program	Community Services
Supervisor	Director, Prevention of Violence and DV Responses
Location	Central Office
Hours of work	30 - 35 hours per week
Salary	Grade 3 of the YWCA Canberra Enterprise Agreement

General Conditions of Employment
<ul style="list-style-type: none"><li>• YWCA Canberra Enterprise Agreement 2023-2027.</li><li>• Appointment is subject to obtaining and maintaining a satisfactory Working With Vulnerable People check (at own cost).</li><li>• Appointment is subject to maintaining satisfactory working rights in Australia.</li><li>• All YWCA Canberra policies and procedures will apply.</li><li>• Subject to a 6-month probation period.</li></ul>

Position Statement
<p>YWCA Canberra's Domestic Violence Support Service (DVSS) provides a free and confidential service for women and children in Canberra who are affected by domestic, family or sexual violence.</p> <p>DVSS strives to support women and children to reach a stage where they are safe and free from fear of domestic, family or sexual violence. We provide a range of services, risk assessment and safety planning, including information and referral, practical assistance, advocacy, and emotional support.</p> <p>YWCA's DVSS uses a feminist framework to support women and children facing domestic, family or sexual violence and/or homelessness by offering holistic, empowering services. The program provides direct support, safe accommodation, and inclusive programs to help all women and children access resources and take control of their lives, regardless of their background.</p> <p>YWCA Canberra's DFV Children and Young Person's Worker Program provides is an expansion of the DVSS that will provide direct services to children and young people aged 0-17 years alongside the protective parent/carer, who are experiencing, or who have experienced domestic, family or sexual violence.</p> <p>The DFV Children and Young Person's Worker Program delivers holistic, trauma-informed, and culturally responsive individualised support and group programs. The Child Focussed Domestic and Family Violence Worker will identify, protect, and empower children and young people (0-8 years) who have experienced or witnessed domestic and family violence. This worker will require skills and knowledge across the 0-17 year age continuum to work effectively in collaboration with the Youth Focussed Domestic and Family Violence Worker (who will focus on children from 9-17 years of age).</p> <p>The program will implement evidence-based, best-practice approaches to prioritise children and young people's safety, wellbeing, and development through tailored support and age-appropriate therapeutic services, in partnership with families and community providers. The program will</p>

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enhance early identification and engagement of children affected by domestic and family violence, support their understanding of healthy relationships and emotional wellbeing, and strengthen family and community protective factors, all in line with the National Plan to End Violence against Women and Children's commitment to child-centred, trauma-informed, and inclusive practice.

This position, through **case management**, **assertive outreach** and **group work** for our clients, will provide a range of services that will include:

- Risk assessment and safety planning
- Advocacy for safety and housing
- Information, referral, and support to access services
- Evidence-based group work
- Therapeutic engagement utilising trauma-informed principles
- Practical assistance and emotional support.

## Responsibilities

### Client work

Based on feminist principles, working from a strength-based, child-centred, family focused, gender and trauma-informed practice framework:

- Conduct comprehensive risk assessment and safety planning with the protective parent and children/ young person to end or reduce the risk of future violence.
- Provide centre based and outreach strategies to protective parent, children and family members affected by domestic and family violence.
- Empower children and families to build resilience, nurture healthy relationships, and thrive free from the impacts of violence
- Support relationships between protective parent and child, including building communication, trust, and safety whilst also addressing the child's key developmental, emotional and social needs.
- Facilitate evidence-based group work that meets the needs of children, young people and parents overcoming the impacts of experiencing or witnessing DFV.
- Work through a team-based approach to identify supports and access to services to meet the needs and aspirations of people accessing services
- Provide short term systemic advocacy, information and planned support to access legal assistance, accommodation opportunities and other services that promote safety of the family.
- Use the tools and processes developed by the team for planned support and coordination with other agencies such as Onelink, HACT, CYF, Legal Aid/Women Legal Centre, ACT Police, DVCS, Child and Family Centres, Schools, Youth Services.
- Maintain a high quality of work with individuals and families as evidenced by well-documented case notes and support plans using the organisational database.
- Provide information and develop an individual plan to achieve and maintain goals for each person accessing the service.
- Provide proactive and supported referrals to specialist services.

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	<ul style="list-style-type: none"> <li>Establish and maintain positive relationships with government and non-government services to enhance their understanding of and response to families and individuals experiencing domestic violence</li> <li>Implement service user evaluations.</li> <li>Collect and compile accurate service user case management documents; and</li> <li>Implementation of holistic outcome measurement tools.</li> <li>Work within a reflective practice and continuous improvement philosophy.</li> </ul>
Collaborative practice	<ul style="list-style-type: none"> <li>Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate</li> <li>Work closely with other service providers and agencies to improve access and service delivery to meet the needs of service users</li> <li>Initiate and actively participate in case coordination and review conferences with service users and other service providers as required</li> <li>Maintain up to date knowledge of current service provision, relevant research and sector development</li> <li>Attend relevant sector meetings and provide feedback to team members.</li> </ul>
Teamwork and professional development	<ul style="list-style-type: none"> <li>Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work</li> <li>Participate in the development of a personal professional development plan and engage in professional development as required</li> <li>Actively participate in regular supervision, performance appraisals/ management</li> </ul>
Administrative tasks	<ul style="list-style-type: none"> <li>Proactively adhere to all quality (QIC) standards</li> <li>Provide accurate and timely case notes and reporting</li> <li>Implement holistic outcome measures and provide inputs for six-monthly and annual reporting.</li> </ul>
In relation to YWCA Canberra	<ul style="list-style-type: none"> <li>Read, understand, and uphold organisational policies and procedures</li> <li>Work in a manner that aligns with the YWCA Canberra's values and ethics. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, assisting team members if required, and undertaking other activities as directed by your manager</li> <li>Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.</li> </ul>

Selection Criteria	
Qualifications	<ul style="list-style-type: none"> <li>Minimum Diploma in Community Services, or tertiary qualifications in a relevant field such as social work, psychology or human services.</li> </ul>
Knowledge and Experience	<ul style="list-style-type: none"> <li>Demonstrated experience of 2 years minimum working with women experiencing/experienced domestic, sexual or family violence and/or working directly with parents and children in both a crisis response and</li> </ul>

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	<p>planned support/case management approach with knowledge of and ability to apply;</p> <ul style="list-style-type: none"> <li>• Knowledge and experience in the following fields: <ul style="list-style-type: none"> <li>• Strengths-based case management and coordination</li> <li>• Current theory and practice relating to domestic and family violence and sexual violence</li> <li>• Advocacy</li> <li>• Outreach support</li> <li>• Group facilitation</li> </ul> </li> <li>• Experience working directly with children and young people in a developmentally appropriate manner</li> <li>• Knowledge of National Child Safe Principles and Safeguarding practices</li> <li>• Demonstrated knowledge and experience in collaborative teamwork, systems navigation, and local community resources.</li> <li>• Demonstrated knowledge and experience of working with Aboriginal and Torres Strait Islander people and ability to work within a culturally responsive framework to provide safe, accessible, person-centred and client-directed care.</li> <li>• Demonstrated knowledge and experience of working with people with a culturally and linguistically diverse background.</li> <li>• Knowledge of or ability to rapidly acquire knowledge of relevant legislation and regulations, specifically The Family Violence Act 2016, and an understanding of the Family Law Act.</li> <li>• Knowledge of the National Plan to End Violence against Women and Children 2022-2032 and the Outcomes Framework 2023-2032.</li> <li>• Relevant experience of working in domestic violence services and or appropriate qualification including certificate, diploma and tertiary qualification according to level of responsibility.</li> <li>• Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, word, email.</li> </ul>
<b>Capabilities and Behaviours</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills including written skills</li> <li>• Strong commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision</li> <li>• Ability to prioritise workloads and meet internal and external deadlines</li> <li>• Proactive 'self-starter' approach to work with the ability to use initiative</li> <li>• Operate ethically, professionally and with integrity at all times</li> <li>• Ability to execute sound judgement and adhere to professional boundaries</li> <li>• Adhere to Safeguarding and Child Safe best practice principles at all times</li> <li>• Commitment to reflective practice and continuous development and improvement</li> <li>• Demonstrated skills in the use of Microsoft Office and reporting through data base collection systems.</li> </ul>

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## Other Requirements

- Ability to work within the philosophy of YWCA Canberra
- Current full driver's license and access to vehicle with comprehensive insurance during working hours (if required)
- A current Working with Vulnerable People Registration
- Australian Citizenship or suitable rights to work in Australia

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