Durri Aboriginal Corporation Medical Service

Servicing the Macleay and Nambucca Valleys

ABN 52 730 046 875 ICN 27

With Compliments

Position Application Package

Position Name: Domestic & Family Violence Support Worker - Female

Contact Name: Paula Skinner

Telephone: 0439 370 151

Durri Aboriginal Corporation Medical Service
15-19 York Lane
KEMPSEY NSW 2440
T: (02) 6560 2300
F: (02) 6562 7069

Darrimba Maarra Health Outpost
PO Box 131
13/42 Bowra St
Nambucca Heads NSW 2448
T: (02) 6598 6800
F: (02) 6598 6833

All written communications to be addressed to CEO:
PO Box 136
Kempsey NSW 2440

General Conditions of Employment

Position: Domestic & Family Violence Support Worker - Female

Award: Social, Community, Home Care and Disability Services

Classification: SACCHS

Salary: Level 3 Point 4

Salary packaging: To calculate your potential benefit follow the link **https://eziway.net.au**

Application: **Your application should consist of four parts:**

1. Selection criteria

Your application must address all the selection criteria, or your application will be marked unsuccessful

Qualifications & Experience – Essential

1. Applicants must be women. Being a woman is a genuine occupational qualification for this role under section 31 of the Anti-Discrimination Act 1977 (NSW), subject to final HR and legal review of the role and recruitment wording.

2. Aboriginality is highly desirable. If Durri designates the role for Aboriginal applicants, Human Resources must insert the approved section 14 wording and confirm the legal basis before advertising.

3. Relevant qualifications in community services, social work, counselling, Aboriginal health, mental health, domestic and family violence, or a related field; or substantial relevant experience and willingness to complete an agreed qualification.

4. Demonstrated knowledge of domestic and family violence, coercive control, post-separation risk, trauma, child safety, risk assessment and safety planning.

5. Demonstrated ability to provide culturally safe, client-led and trauma-informed support to Aboriginal women, children and families.

6. Experience in case coordination or case management, advocacy, referral pathways and multidisciplinary service responses.

7. Knowledge of relevant NSW legislation, mandatory reporting, privacy, information sharing, child-safe practice and professional boundaries.

8. High-level interpersonal and communication skills, including the ability to engage sensitively with people experiencing trauma, distress, disadvantage or complex risk.

9. Ability to maintain accurate, objective and confidential records and use client information and reporting systems.

10. Ability to work independently, manage competing priorities, participate in outreach and respond calmly to complex situations.

11. Current unrestricted NSW Driver Licence and capacity to travel across Kempsey and Nambucca LGAs.

12. Current Working with Children Check and National Police Check, or willingness and eligibility to obtain these before commencement.

13. Current First Aid certificate, or willingness to obtain within an agreed timeframe.

2. Completed application form
3. Resume
4. Supporting documents

Completed application to: hr@durri.org.au

or

Post marked confidential to:

Application Human Resources
Durri Aboriginal Corporation Medical Service
PO Box 136
Kempsey NSW 2440

Closing Date: 17th November 2026 by 5:00pm – No late applications will be accepted.

Application Form

Full Name: ……

Address: ……

Email Address: ……

Contact Numbers: ……

Date of Birth: ……..

Drivers Licence: □ Yes □ No Class: …… Expiry date: ……..

Do you identify as Aboriginal or Torres Strait Islander? □ Yes □ No

Do you identify as having a disability? □ Yes □ No

Are you an Australian citizen or permanent resident? □ Yes □ No

Do you have Working with Children check number? □ Yes WWCC No: ……..…

Do you have a current National Police check? □ Yes □ No Date of issue: ……

Do you have evidence of Vaccinations? □ Yes □ No

Have you provided evidence of your Qualifications? □ Yes □ No

Where did you see this position advertised? …….

Referees	**Referee 1**	**Referee 2**
Name:		
Title:		
Organisation:		
Contact Details:		
Email Address:		

Position Description

Position Title: Domestic and Family Violence Support Worker – Female	**Business Unit:** Programs
Reports To: Program Manager	**Direct Reports:** SiCLV Support Workers
Location: Kempsey Macleay LGA	

Primary Objective:

The Domestic and Family Violence Support Worker provides culturally safe, trauma-informed and client-led support to Aboriginal women, children and families experiencing or at risk of domestic and family violence. The role supports clients to reduce immediate risk, increase safety and wellbeing, remain safely within their community where possible, and access coordinated housing, legal, health, financial, education and social supports.

Staying In Country Leaving Violence (SiCLV) is a culturally safe, community-led framework for addressing domestic and family violence in Aboriginal communities. It is grounded in Aboriginal self-determination, local governance, kinship, lived experience and community strengths. Service delivery is flexible and locally tailored, with a focus on long-term safety, healing, stability and coordinated support across housing, justice, health, education and community services.

Working within the SiCLV framework, the position delivers holistic case coordination and case management, safety planning, advocacy, facilitated referrals, practical support, community education and prevention activities. The role recognises children and young people as victim-survivors in their own right and ensures their safety, voice and support needs are reflected in service responses.

Position Dimension & Decision Making Authority:

Without referral to manager –
- Routine enquiries from clients, their partners and the community

After Consultation Program Manager or others –
- Complex client issues
- Actions outside Policies and Procedures

Referred to Program Manager or others –
- Operational and Expenditure

Key Communication Contacts:

Contact/Organisation	Purpose/Frequency of Contact
SEWB Team Leader	Daily – direction and achievement of accountabilities
Client and Community	As needed – Providing assistance and referral pathways
Multi-disciplinary team	As needed – Linking with other programs where appropriate.

Key Accountabilities		
Key Result Area	**Major Activities**	**Performance Measures:**
1**. Program Management**	• Receive, assess and respond to referrals, including self-referrals and referrals from police, courts, WDVCAS, health, housing, child protection and community services. • Complete culturally safe, comprehensive and ongoing risk and needs assessments using approved tools, including the Domestic Violence Safety Assessment Tool (DVSAT), professional judgement and local protocols. • Develop, implement and regularly review individual safety plans for adult and child victim-survivors, including emergency, post-separation and technology-facilitated abuse considerations. • Escalate serious or imminent safety concerns promptly and participate in coordinated risk responses, including Safety Action Meetings when required. • Apply professional judgement and worker-safety procedures when providing outreach or home-based support. • Provide flexible, strengths-based and trauma-informed case coordination and case management aligned with each client's goals, cultural priorities and assessed level of risk. • Develop and maintain case plans addressing safety, housing, health, legal, financial, education, employment, parenting, cultural and social support needs. • Provide practical support, advocacy, information, court-related support and facilitated or warm referrals to relevant services.	•

	• Coordinate multidisciplinary responses and follow up referrals to reduce service gaps and ensure continuity of support. • Undertake regular case reviews and manage planned and unplanned exits in accordance with duty-of-care, cultural safety and organisational procedures. • Recognise children and young people as clients in their own right and assess their individual safety, wellbeing and support needs. • Provide or coordinate age-appropriate safety planning, advocacy, school or childcare liaison, counselling referrals and practical assistance. • Identify and respond to child protection concerns in accordance with mandatory reporting requirements and organisational policy. • Ensure the non-offending parent or carer is supported to make informed decisions for the safety and wellbeing of children. •	
2. **Community Care**	• Identify brokerage needs as part of an approved case plan and support timely access to safety upgrades, emergency assistance, essential items and specialist services. • Apply delegated financial controls and maintain complete, accurate and auditable brokerage records. • Ensure brokerage decisions are client-centred, equitable, risk-informed and consistent with funding and organisational requirements. • Build trusted relationships with Aboriginal women, families, Elders, community	•

	members and local services across Kempsey and Nambucca. • Contribute to culturally appropriate community education and prevention activities that increase understanding of DFV, coercive control, healthy relationships, safety options and referral pathways. • Promote the SiCLV program through community events, interagency forums and targeted engagement activities. • Seek and document community and client feedback to strengthen local service design and continuous improvement. •	
3. Team Work and Collaboration	• Effectively collaborate with team members to ensure that the Family Violence prevention and education is operating effectively, while maintaining a harmonious team environment within Durri ACMS and Darrimba Maara. • Ensure compliance with the relevant WHS Legislation and that any issues are identified and actioned in line with Policy. • Assists in creating a positive work environment that promotes cultural safety, productivity, mentoring, teamwork and co-operation. • Recognises accomplishments of team members and elicits and considers differing viewpoints when analysing issues. • Contributes to team knowledge about referral resources that are appropriate to clients needing / access to Family Violence support services. • Work collaboratively with ACCOs, the SiCLV advisory or governance group, NSW Police, WDVCAS, housing providers, health services,	•

	legal services, courts, schools and other relevant agencies. • Establish and maintain effective referral pathways and contribute to formal partnership and information-sharing arrangements. • Advocate for culturally safe and responsive service delivery while maintaining Aboriginal-led governance and client choice. • Participate in relevant interagency meetings, case conferences, Safety Action Meetings and professional networks.	
4. Compliance and Quality Assurance	• Maintain timely, accurate, objective and confidential client records, risk assessments, safety plans, case plans, service activity notes and referral outcomes. • Enter required information into the approved Client Information Management System (CIMS) and other authorised systems in accordance with access controls and privacy requirements. • Administer approved outcome and feedback tools, including the Outcome Rating Scale where applicable, at service entry, review, critical points and exit. • Contribute to monthly reporting, service activity data, outcome monitoring, program evaluation and quality improvement. • Explain to clients how their information will be collected, stored, accessed and used, including relevant Indigenous Data Sovereignty principles. • Comply with all relevant legislation and regulatory standards. • Obtain and record accurate client histories and information to ensure compliance to all	•

	organisational policies, procedures and legislative requirements. • Ensure all client and community confidentiality is maintained to build and maintain trust within key stakeholder groups. • Assist in creating a positive work environment that promotes cultural safety, productivity, mentoring teamwork and co-operation. • Participate in quality improvement efforts, including maintenance of timely and accurate service data for input to information management systems, and cooperate in the analysis and review of case reports to identify achievements and areas for improvement.	
5. Work Place Health and Safety	• Comply with relevant legislation, child-safe obligations, mandatory reporting requirements, privacy and information-sharing requirements, professional boundaries and organisational policies. • Maintain confidentiality and only share information where authorised, required by law or necessary under approved risk and information-sharing processes. • Report hazards, incidents, privacy or security breaches, complaints and serious incidents promptly through approved channels. • Participate in supervision, case review, mandatory training, professional development, performance review and continuous quality improvement. • Contribute to a culturally safe, respectful, collaborative and accountable workplace. • Not intentionally or recklessly interfere with or misuse anything provided in the interests of	•

	health, safety and welfare in compliance with the WHS or other legislation. • Be familiar with emergency and evacuation procedures and participate in regular training in safety procedures.	
6. Policy and Procedures	• Assist in the development of and comply with policies and procedures to ensure that the Family Violence program is demonstrating consistent practices nationally and in line with strategic objectives. • Attend all mandatory training requirements and participate in staff performance reviews including updated First Aid certificate and participation in Staff Immunisation Program • Compliance with and understanding of EEO Legislation.	• Provide consistent and high standards of compliance with policies and best practice.

Key Challenges:	**Person Specification:**
• Regular contact with clients experiencing DFV, trauma, crisis, complex needs or elevated risk. • Travel between service locations and community settings, with occasional work outside ordinary hours where approved and operationally required. • Proactively engage with vulnerable clients and to work collaboratively with non-Aboriginal service providers (ensuring cultural considerations are included in service delivery). • Ability to work effectively within a multi-disciplinary team • Successfully manage competing priorities.	**Qualifications & Experience –** **Essential** 1. Applicants must be women. Being a woman is a genuine occupational qualification for this role under section 31 of the Anti-Discrimination Act 1977 (NSW), subject to final HR and legal review of the role and recruitment wording. 2. Aboriginality is highly desirable. If Durri designates the role for Aboriginal applicants, Human Resources must insert the approved section 14 wording and confirm the legal basis before advertising. 3. Relevant qualifications in community services, social work, counselling, Aboriginal health, mental health, domestic and family violence, or a related field; or substantial relevant experience and willingness to complete an agreed qualification. 4. Demonstrated knowledge of domestic and family violence, coercive control, post-separation risk, trauma, child safety, risk assessment and safety planning. 5. Demonstrated ability to provide culturally safe, client-led and trauma-informed support to Aboriginal women, children and families.

6. Experience in case coordination or case management, advocacy, referral pathways and multidisciplinary service responses.
7. Knowledge of relevant NSW legislation, mandatory reporting, privacy, information sharing, child-safe practice and professional boundaries.
8. High-level interpersonal and communication skills, including the ability to engage sensitively with people experiencing trauma, distress, disadvantage or complex risk.
9. Ability to maintain accurate, objective and confidential records and use client information and reporting systems.
10. Ability to work independently, manage competing priorities, participate in outreach and respond calmly to complex situations.
11. Current unrestricted NSW Driver Licence and capacity to travel across Kempsey and Nambucca LGAs.
12. Current Working with Children Check and National Police Check, or willingness and eligibility to obtain these before commencement.
13. Current First Aid certificate, or willingness to obtain within an agreed timeframe.

Desirable requirements

1. Experience working within an Aboriginal Community Controlled Organisation.
2. Specialist DFV, DVSAT, Safer Pathway, Safety Action Meeting, child protection or trauma-informed practice training.
3. Experience using CIMS, Communicare or a comparable client information management system.
4. Knowledge of local services, communities and referral pathways across the Macleay and Nambucca Valleys.