Sora
Community Services

Information Pack

Staying Home Leaving Violence Case Worker
35 Hours per week

Due to an increase in funding, Sora Community Services (Sora) is seeking a dedicated Case Worker to deliver the Staying Home Leaving Violence (SHLV) program throughout the Tenterfield, Glen Innes and Inverell Local Government Areas. Based in either Armidale or Inverell, this role supports women aged 18 years and over who have separated from a violent partner and choose to remain in their own home or a home of their choice. The successful candidate will provide case management, advocacy, safety planning and practical support to enhance clients' safety, wellbeing and independence. Regular travel throughout the region is an essential requirement of the position.

At Sora, our people are valued, respected and supported to achieve their full potential. We are committed to providing genuine opportunities for professional growth and development while fostering a positive and inclusive workplace culture. Recognising the importance of maintaining a healthy work-life balance, we also offer flexibility in working arrangements where operationally appropriate

Remuneration for this role will be paid at a rate of between $40.49 and $50.25 per hour dependent on relevant skills and experience. In addition, salary packaging benefits are available for Sora Community Services staff, where you can package up to $15,900 tax-free per annum.

Included in the package you will find:

- The Job/Position Description including the Competencies and Outcomes required for the position.

Please return your application to:

Human Resources
Sora Community Services
P.O. Box 1088
TAMWORTH NSW 2340
or via email to: applications@sora.org.au

Please ensure that you include the following in your application(s) :

- Your up to date resume, including three work-related referees (including one from your current manager) and,
- A cover letter outlining your suitability for the role and how you meet the Program Objectives as listed in the position description for this position.

Selection for interview will be based on:

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the Program Objectives

We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are committed to building a culturally safe and inclusive workplace and value the knowledge, perspectives and lived experiences First Nations people bring to our organisation.

Applications close when the position is filled

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Position Description	
1. Position Title	Case Worker
2. Service	Domestic, Family and Sexual Violence
3. Program	Staying Home Leaving Violence (SHLV)
4. Location	Armidale or Inverell
5. Reporting Manager/ Team Leader	Manager, Homelessness and Domestic Violence Support
6. Award	Social, Community, Home Care and Disability Services Industry Award (MA000100)
7. Classification	Social and community services employee, Level 3 or 4 dependent on relevant skills and experience
8. Position Terms	Permanent 35 hours per week
9. Probationary Period	6 Months

Competencies and Outcomes

Essential:

I. Prerequisites
- Relevant four-year degree with one year's relevant experience;
- Three year degree with two years of relevant experience;
- Associate diploma with relevant experience;
- Lesser formal qualifications with substantial years of relevant experience; or
- Attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities,
- Employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level.
- Employees working as sole employees will commence at this level.

II. Demonstrated ability to use initiative, be self-directed and work as part of a team.

III. Demonstrated ability or extensive knowledge working with women and their children who have been affected by domestic and family violence.

IV. Demonstrated experience in case management including the ability to network/liaise with community service providers.

V. Understanding of cultural issues with the ability to work with minority groups such as those of Aboriginal and Torres Strait Islander and non english speaking backgrounds.

VI. Understanding of child protection and mandatory reporting requirements.

VII. Current clearance in relation to Working with Children and other relevant NSW Police Force checks.

VIII. Driver's Licence

Desirable:

I. An understanding of Sora Community Services' Programs

II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines

III. Understanding of the demographics and relevant issues within the geographical area of the program

IV. Registered and comprehensively insured motor vehicle

V. First Aid Certificate

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Organisation Objectives

Sora Community Services is a "for purpose", community-based organisation that has been delivering services to families in Tamworth since 1979. It has more than 100 staff across all programs, operating in the New England North West Region.
Sora Community Services comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of Sora Community Services is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

Purpose
To build safer, stronger communities through inclusive pathways to opportunity
Sora Community Services Vision
Thriving Communities, Endless Possibilities

Sora Community Services Values
Sora Community Services is supported by a set of values which guide the way we work, make decisions, and provide services. We define these values as:

- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Integrity: To always act with honesty and professionalism
- Partnerships: To work collaboratively to deliver the best outcomes
- Diversity: To accept and appreciate differences

Program and Position Objectives

- To work with women aged 18 years and over in the Tamworth local government area who have separated from a violent partner and who choose to remain in their own home, or a home of their choice. This includes women who experience ongoing abuse after separation.
- The Case Worker will fully participate in the Domestic Violence Team, aiming to bring creativity, enthusiasm, and optimism to the work. Through direct work with families and collaborative working relationships with external agencies, the team members will ensure that the program provides excellent services that make a significant difference to the lives of all family members.
- The Case Worker will deliver case work within the SHLV program. They will work with the Manager of Homelessness and Domestic Violence Support to ensure that the program is incorporated into the wider service network and that solid, collaborative relationships are developed and maintained.
- This role requires a solid understanding of and the ability to work with the issues that confront Aboriginal families when working with mainstream organisations.
- This position may require planned overnight trips for training or development purposes.

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Key Capabilities		
Stream	**Descriptor**	**Tier**
Community and Interagency Relations (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and Stakeholders Community	**1.2.1** Researches community needs and concerns and provides community development/education.
		1.2.2 Participates effectively in networks and community meetings to advance organisational objectives.
	Partnerships and collaboration	**1.2.3** Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes.
	Knowledge of Community	**1.2.4** Maintains detailed understanding of current community issues and knowledge of relevant organisations.
	Social Justice	**1.4.5** Demonstrates commitment to social justice and social inclusion and the development of a strong homelessness/domestic violence service sector.
Professionalism (Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)	Time Management	**2.3.1** Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
	Ethics	**2.4.2** Models organisational values and preferred behaviours and promotes the Code of Conduct.
	Taking Responsibility	**2.2.3** Takes responsibility for work outcomes and assists others to understand role and responsibility.
	Problem solving	**2.2.4** Assists with resolution of clients and colleagues problems.
	Initiative and Enterprise	**2.2.5** Demonstrates initiative and enterprise and supports others to work more effectively.
Communication (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy	**3.3.1** Articulates clear and persuasive messages about key issues when advocating or negotiating for clients, members and on behalf of the organisation.
	Written Communication	**3.2.2** Writes accurate, clear and informative reports and communications that meet the needs of their intended audience.
	Verbal Communication	**3.3.3** Provides informed, meaningful and relevant messages when communicating with staff and clients.
	Public	**3.2.4** Uses relevant facts to express clear and logical arguments in meetings and other forums.
	Interpersonal Skills	**3.2.5** Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communication.

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Key Capabilities		
Stream	**Descriptor**	**Tier**
Leadership and Teamwork (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	United Vision Strategic Focus Team Dynamics Conflict Management Diversity	**4.2.1** Generates ideas for innovation and enhanced working practices to achieve organisational mission. **4.2.2** Contributes to team plans and relates team work to strategic objectives. **4.2.3** Offers constructive feedback and provides balanced and informed perspective at team meetings. **4.2.4** Recognises the differences of opinion and works towards the resolution of team conflict. **4.2.5** Builds team spirit and supports team members development.
Resources, Assets and Sustainability (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability)	Procurement Equipment and assets	**5.2.3** Researches market and attains value for money when making purchases or contracting work. **5.1.4** Takes care when using and maintaining equipment and aids.
Service Delivery (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Reflective Practice Knowledge of client issues Client Outcomes Diversity Client confidentiality and dignity	**6.2. 1** Demonstrates reflective and evidence based practice. **6.3.2** Demonstrates detailed knowledge of client member issues and builds research links. **6.2.3** Provides clients with high quality service and appropriate referrals **6.4.4** Champions respect for diversity and importance of culturally appropriate behaviour. **6.4.5** Fosters a culture of respect for client's confidentiality and dignity

Key Capabilities		
Stream	**Descriptor**	**Tier**
Program Management and Policy Development (Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices)	Policy Development and Implementation Program Development Achieving Results Complaints handling and continuous improvement	**7.2.1** Participates in the review and development of policies and utilises policy and procedures to guide work practices. **7.2.2** Contributes to program objectives, develops and implements simple project plans. **7.2.3** Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets. **7.2.5** Utilises feedback from complaints to improve programmes and reviews own performance.
Change and Responsiveness (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability Multi-skilling Creativity and Innovation Technology Learning and Development	**8.2.1** Supports change management and assists others to adapt and adjust to change. **8.2.2** Works collaboratively with people from different disciplines and shares skills and knowledge. **8.2.3** Generates and shares ideas and encourages to reflect on activities and develop ideas for innovation and improvement. **8.2.4** Supports the use of new technology and develops skills to master new technology. **8.2.5** Maintains awareness of own skill and skill needs, actively works to address skills gaps and assists others to identify training needs.
Governance and Compliance (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Strategy Quality Risk Management WHS Legislation and Compliance	**9.2.1** Contributes to teamwork plans and ensures that own work outcomes are achieved. **9.2.2** Contributes to the enhancement of quality practices and ensures that own work meets the organisations quality requirements. **9.1.3** Ensures that risks are identified and reported in own work context. **9.2.4** Contributes to the identification of WHS risks and hazards and ensures safety in their own work context. **9.3.5** Manages work practices to comply with relevant legislation and licensing requirements.

Position Specific Function		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
Key Competencies	• Build and maintain a professional rapport with each service program within Sora Community Services; • Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998]; • Prioritise to achieve the objectives of Sora Community Services and the objectives of each program; • Provide appropriate communication based on the audience receiving; • Follow processes and systems to maintain accurate records.	As per Sora Community Services policies and procedures
Responsibilities	To contribute to the operational objectives of the workplace, a position at this level may include some of the following: • Undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined; • Perform duties of a specialised nature requiring the development of expertise over time or previous knowledge; • Identification of specific or desired performance outcomes; • Contribute to interpretation and administration of areas of work for which there are no clearly established procedures; • Expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined; • Although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints; • Provide administrative support of a complex nature to management; • Exercise responsibility for various functions within a work area; • Provide assistance on grant applications including basic research or collection of data; • Undertake a wide range of activities associated with program activity or service delivery; • Develop, control, and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;	As required

Position Specific Function		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
	• Provide a reference and research information service and technical service including the facility to understand and develop technologically based systems; • Where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following: – Liaise with other professionals at a technical/professional level; – Discuss techniques, procedures and/or results with clients on straight forward matters; – Lead a team within a specialised project; – provide a reference, research and/or technical information service; – Carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques, and methods; – Perform a range of planning functions which may require exercising knowledge of statutory and legal requirements; – Assist senior employees with the planning and co-ordination of a community program of a complex nature.	
Workplace Standards	• Comply with the Quality Improvement requirements; • Promote and demonstrate a commitment to continuous improvement across Sora Community Services; • Understand and comply with Sora Community Services policies, procedures, and workplace standards; • Maintain and ensure privacy and confidentiality • Take active responsibility for your own wellbeing in the workplace and gain assistance if required; • Use Sora Community Services resources efficiently and effectively and treat them with due care; • Advise your Manager of any obligations in relation to secondary employment; • Report any improper conduct; • Assist in the general maintenance, cleanliness, and presentation of workplace facilities.	As per Sora Community Services policies and procedures

Position Specific Function		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
Skills, knowledge, experience, qualifications and/or training	• Knowledge of statutory requirements relevant to work; • Knowledge of organisational programs and policies, • Sound discipline knowledge gained through experience, training, or education; • Knowledge of the role of the organisation and its structure and service; • Specialists require an understanding of the underlying principles in the discipline.	As required
Organisational relationships	• Works under general direction from your Manager; • Supervises other staff and/or volunteers or works in a specialised field.	As required
Finance and Administration	• Accurately and objectively report feedback; • Ensure completion of timesheets and have them sent through to the Service Stream Manager weekly/fortnightly; • Ensure all appropriate receipts and travel claims are sent through with time sheets.	As per Sora Community Services policies and procedures
Professional Development	• Actively participate in 1:1/supervision; • Assist management to identify employee's own professional development needs; • Attend relevant professional development opportunities in order to fulfil your role; • Participate in cultural competencies, training, and activities; • Where required, provide in-house training to other Sora Community Services staff at the completion of training attended outside the service; • Actively participate in a service evaluation and staff appraisals, review of job descriptions; • Attend relevant meetings in relation to your role.	Successful completion training courses Applied knowledge and skills in the workforce
Safety & Risk Management	• Take reasonable care of your own health and safety; • Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others; • Comply, so far as you are reasonably able, with reasonable instructions, policies, and procedures to assist Sora Community Services to comply with the Work Health and Safety Act; • Raise any concerns in relation to WHS with your Health and Safety Representative or Manager; • Report all accidents, incidents, injuries, hazards and equipment faults to your Manager or Health and Safety Representative immediately; • Report to work in a fit and proper condition, so that you are • Report to work in a fit and proper condition, so that you are able to competently undertake your duties.	As per Sora Community Services policies and procedures

Position Specific Function		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
Client Safety & Child Protection	• Provide a safe, comfortable physical environment for clients and their children; • As a mandatory reporter you have a legal obligation to report to the Child Protection Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people; • Report any misconduct committed by staff against a person under 18 years; • Ensure that your actions do not expose clients or children to harm; • Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW).	As per Children's and Young Person's (Care and Protection) Act Chapter 16 A
Professionalism and Conduct	• Work as part of a team in delivering quality outcomes for Sora Community Services; • Maintain professional relationships with Sora Community Services program, Funding Body/s, community at large and all relevant stakeholders.	As per Sora Community Services policies and procedures
Complaints	• All complaints are acted on and handled within policy; • Manager is aware of complaints immediately.	Compliance with Sora Community Services Policies and Procedures

Extent of Authority
• Act within policy and procedure; • Graduates receive instructions on the broader aspects of the work; • Freedom to act within defined established practices; • Problems can usually be solved by reference to procedures, documented methods, and instructions; • Assistance is available when problems occur.

Decisions that are Referred to your Direct Manager
• All issues that require a sign off/approval from the Service Stream Manager or those with delegation of authority to do so; • Issues outside of policy guidelines; • Complaints from families or service providers; • Requests for new business from Funding Bodies; • Complaints from Funding Bodies.

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Conditions of Employment:
All Sora Community Services workers are bound by the terms and conditions contained in the Sora Community Services Letter of Engagement, the Position Description, the relevant Industrial Award(s), Sora Community Services Policies, Procedures and the Sora Community Services Code of Conduct, as amended and as endorsed by the Sora Community Services Board from time to time. It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.

Employee's Signature

Dated

Employee's Name

CEO/Manager's Signature

Dated

CEO/Manager's Name