Sora
Community Services

Information Pack

Hearing Support Worker
Domestic & Family Violence

Sora Community Services is looking for a Hearing Support Worker to be part of the Women's Domestic Violence Court Advocacy Service (WDVCAS) team. The position is offered on a fixed-term, part-time basis (35 hours per week) to provide parental leave coverage, with the appointment concluding on 30 June 2027.

The Hearing Support Worker will assist clients in regard to defended hearings in the Local Court for Apprehended Domestic Violence Order and/or domestic and family violence related criminal charge matters. The aim of the role is to empower clients to safely participate in the court process and attend hearings.

This position is physically based in Tamworth and requires regular travel throughout the Oxley District and other service areas.

All staff are valued and respected and are presented with genuine opportunities to develop their full potential. Sora Community Services also recognises the importance of a healthy work/life balance, and you may enjoy some flexibility in your working hours, if required.

Remuneration for this role will be paid at an hourly rate of between $46.70 and $50.25 dependent on relevant skills and experience. In addition, salary packaging benefits are available for Sora 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 each of the Program and Position Objectives as listed in the position description.

Selection for interview will be based on:

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the Competencies and Outcomes

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.

Position Description	
1. Position Title	Hearing Support Worker
2. Service	Domestic Violence Services
3. Program	Women's Domestic Violence Court Advocacy Service (WDVCAS)
4. Location	Oxley Police District , covering Tamworth, Gunnedah, Quirindi, Narrabri, Wee Waa, Walcha
5. Reporting Manager	Manager /Assistant Manager
6. Relevant Award(s)	Social, Community, Home Care and Disability Services Industry Award (MA000100)
7. Classification	Social and community services employee, Level 4
8. Position Terms	Fixed-term concluding 30 June 2027
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.

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. Driver's Licence

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

Desirable:

IX. An understanding of Sora Community Services' Programs

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

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

XII. Registered and comprehensively insured motor vehicle

XIII. First Aid Certificate

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Organisational 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

The Hearing Support Pilot aims to enable WDVCAS's to provide specialist hearing support to female victims of domestic and family violence to address barriers to court attendance and reduce the stress and trauma associated with the court process.

The work of the Hearing Support Worker includes, but is not limited to, the following:

- Contacting clients in a timely manner, assessing risk and undertaking safety planning in relation to clients' attendance at court for hearing
- Explaining the court process and accompanying clients to court for hearing
- Liaising with Police, Sheriff's Officers and court staff to ensure clients' safety at court, access to remote witness facilities/AVL, safe rooms, qualified interpreters and other supports as needed
- Where the accused is self-represented, working with Police and court staff to arrange a Court Appointed Questioner where available to ask questions on behalf of the accused
- Arranging assistance with transport and childcare for clients to enable attendance at hearing
- Assisting with the organisation of Police Prosecutor Clinics and attending the clinics each month
- Liaising with the SAM Coordinator about clients 'at serious threat'
- Addressing the safety and wellbeing of children and young people through child-aware practices
- Providing relevant information and making referrals to assist clients with their ongoing needs
- Developing and maintaining strong working relationships with key partners including Police, Local Courts, legal representatives and referral agencies, in order to facilitate client access to those agencies and services
- Complying with the WDVCAP Policy and Procedure Manual, the Domestic Violence Information Sharing Protocol and other relevant documents
- Fulfilling reporting requirements as needed
- Contribute to the preparation of appropriate resource and referral materials for the service
- Attend relevant professional development, supervision, training and team meetings

Key Accountabilities		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
Key Competencies	• Represent the Women's Domestic Violence Court Advocacy Services and Sora Community Services in a positive and professional manner • Build and maintain a professional rapport with each service program within Sora • Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998] • Prioritise to achieve the objectives of Sora and the objectives of each program • Understanding of the dynamics, complexities, and legal and social welfare consequences of domestic and family violence • Understanding of intersectionality between social issues and domestic and family violence • Understanding of the criminal justice response to domestic and family violence including ADVOs and criminal prosecutions • Ability to work autonomously with limited supervision • Knowledge of related legal matters such as family law, care and protection, migration, and victim's compensation issues • Ability to deliver services in accordance with the WDVCAP model of service delivery outlined in the WDVCAP Policy and Procedure Manual and other relevant documents • Experience in maintaining boundaries with vulnerable clients in complex situations • Excellent communication and interpersonal skills, particularly in negotiation, advocacy, and conflict resolution • Demonstrated ability to engage effectively with clients in crisis and provide appropriate, trauma-informed support • Excellent organisational administrative and networking skills	As per 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;	As required

Key Accountabilities		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
	• 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; • 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 • 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.	As required

Key Accountabilities		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
Workplace Standards	• Comply with the Quality Improvement Policy; • 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
Skills, knowledge, experience, qualifications and/or training	• Knowledge of statutory requirements relevant to work; • Knowledge of organisational programs, policies, and activities; • 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 the Service Steam 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	Successful completion training courses

Key Accountabilities		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
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 able to competently undertake your duties.	As per Sora Community Services policies and procedures
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;	As per Sora Community Services

Key Accountabilities		
Key Performance Area	**Expected Outcomes**	**Key Performance Indicator/s**
	• Maintain professional relationships with Sora Community Services program, Funding Body/s, community at large and all relevant stakeholders.	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; • Make final decisions within the case planning practice; • Required to set outcomes within defined constraints; • Provides specialist technical advice; • Freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices; • Solutions to problems generally found in precedents, guidelines, or instructions; • Assistance is available.

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.

Conditions of Employment:
All Sora workers are bound by the terms and conditions contained in the Sora Letter of Engagement, the Position Description, the relevant Industrial Award(s), Sora Policies, Procedures and the Sora Code of Conduct, as amended and as endorsed by the Sora 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.

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Employee's Signature	Dated
Employee's Name	
CEO/Manager's Signature	Dated
CEO/Manager's Name	