

# Position Description

## Social Worker



### POSITION DETAILS

Employment Status	<b>Full Time</b>
Classification	<b>SCHADS Level 5</b>
Reports To	<b>Senior Social Worker</b>
Location	<b>Burnie</b>

### ORGANISATIONAL OVERVIEW

WLST provides a statewide community legal service for women in Tasmania, providing legal advice and information about legal and non-legal options through a dedicated telephone advice line, as well as face to face appointments, community legal education, outreach, drafting of law reform submissions and referrals to appropriate support services. Our clients are also supported by in-house financial counselling and social work services. WLST operates from three offices in Hobart, Launceston, and Burnie.

WLST is a community legal service funded by the Commonwealth Attorney-General's Department in recognition that in addition to the general legal problems that can affect everyone, there are some areas of law in which a woman's experience is different – as a victim of a crime, as a primary carer of children, or through discrimination or lack of equal opportunity in employment or business.

Some women also face additional barriers in accessing justice due to factors such as cost, childcare responsibilities, and feelings of intimidation in going to Court or dealing with a male dominated legal profession and judiciary. Our work focuses on the needs of vulnerable women who often have experienced family violence, sexual abuse, child sexual abuse and or other forms of discrimination or abuse. We understand that this is challenging work, and we offer staff a supportive environment that aims to maintain their resilience. Other issues such as language barriers, cultural backgrounds, disability, sexuality, or geographical isolation can compound to make access to a legal service intimidating and difficult. Workers at WLST are sensitive to the diverse needs of women as individuals and as a part of the community.

WLST are committed to addressing the structural barriers that prevent women from accessing their legal rights as identified in the Convention on the Elimination of Discrimination Against Women. We strive for gender equality in all its forms.

### POSITION OBJECTIVE

Under the supervision of the Women's Legal Service Tasmania Senior Social Worker, the Social Worker will provide services that assist women to navigate the legal system.

The Social Worker will provide advice and support through face-to-face and telephone client interactions, as well as providing liaison between the client and other Women's Legal Service Tasmania staff to best meet client needs, and to assist secure sustainable outcomes for clients.

The Social Worker will also have a role in providing community education and training in relation to workplace issues, to the community and the sector. This Social Worker will also be required to attend monthly employee team meetings and contribute to a monthly report to the Board of Management, and reports to funding bodies as necessary.

Some intrastate travel may be required from time to time.

A full-time employee, the normal hours of work will be 38 hours per week, between 9:00am and 5:06pm, inclusive of a 30-minute lunch break. This position is funded through the extension to the National Legal Assistance Partnership and will run until 30 June 2025.

## KEY ROLE RESPONSIBILITIES

### Social Work Services

- Support women with an experience of family violence to navigate their interaction with the legal system in a trauma informed way, using a feminist framework.
- Provide quality services in accordance with national standards for social workers and follow Women's Legal Service Tasmania policies and procedures in order to:
  - Offer risk and safety assessments, planning and monitoring to clients engaged with the service.
  - Offer short-term counselling to support the client.
  - Support the client to consider all possible options addressing her specific workplace matter, and the implications for her wellbeing.
  - Advocate, negotiate and co-ordinate on the client's behalf with relevant stakeholders.
  - Connect clients to other longer-term supports available throughout the community sector.
  - Modelling respectful behavior in interactions with clients, stakeholders and others.
- Maintain accurate client records and contribute to program reporting and evaluation through the provision of a monthly statistics report, a written consideration of the impact of the work delivered, a bi-monthly case study which illustrates the impact of the Social Worker position, or other reporting methods as directed.
- Assist to develop and co-deliver community education, training and outreach programs concerning family violence in the community, maintaining positive channels of communication with community service providers and key stakeholders.
- Engage in professional development activities through a connection with the Australian Association of Social Workers (AASW) or another similar professional affiliation and maintain an up-to-date knowledge through accessing professional journals and related resources.

### Organisational Responsibilities

- Carry out the responsibilities of the position in accordance with the position description, the funding requirements and the overarching vision, mission and values, policies and procedures and Strategic Plan of Women's Legal Service Tasmania.
- Collaborate with multidisciplinary teams, including financial counsellors and solicitors, to provide holistic client services. Participate in regular case management meetings and contribute to team knowledge sharing.
- Contribute to organisational reporting, including reports to the Board, funders and other organisations.
- Be responsible for your own administrative work. The administration team provides some administrative support, however the nature of funding for community legal services does not enable full administrative support.
- Demonstrate the competencies in accordance with Women's Legal Service Tasmania's Core Competency Model. For reference, the Social, Community, Home Care and Disability Services (SCHADS) Award competencies for Level 5 are listed within this document.

## KEY ROLE COMPETENCIES

### Universal Competencies

#### *Collaborative Approach*

- Takes time to listen to and understand the perspectives of others.
- Uses language that demonstrates respect for colleagues and stakeholders at all times.
- Helps others consider new perspectives.
- Treats constructive feedback as a developmental opportunity.

#### *Diverse and Inclusive*

- Displays a willingness to engage with all people in a non-judgmental or non-discriminatory way.
- Ensures own conduct aligns with the values of Women's Legal Service Tasmania.
- Identifies and challenges behaviours that contravene the values of Women's Legal Service Tasmania.

### *Efficient and Contemporary*

- Sets priorities, plans outcomes and organises work, and establishes the most appropriate ways to deliver a program.
- Provides reports on progress of program activities, including recommendations.
- Actively completes planning, study or research for particular projects, service design or implementation of procedures and presentation.

### *Healthy Workplace*

- Practices self-care for good mental health and wellbeing.
- Recognises the significance of policy and procedures that guide workplace behaviours.

### *Quality Practices*

- Displays motivation to engage in quality improvement projects and processes.
- Improves practices, increasing effectiveness and achieving efficiency and actively supports the application of sound quality practices.

### *Organisational Culture*

- Actively engages in supervision and professional development opportunities.
- Establishes, builds and sustains effective relationships with colleagues and stakeholders.
- Acknowledges others' skills and expertise, encourages and contributes to the sharing of knowledge, and creates learning opportunities for others.

## **Client Related Competencies**

### *Evidence based best practice*

- Has an understanding of trauma and its impact across the lifespan.
- Identifies important issues for clients (e.g. mental, physical, social, occupational and spiritual needs) and collaborate with other team members at WLST to integrate support.
- Delivers a variety of appropriate interventions demonstrating a high level of knowledge and expertise.

### *Client focused*

- Establishes, builds and sustains effective relationships with clients and their supports.
- Seeks to understand service needs from the client's perspective and ensures that the client's standards are met.
- Seeks to understand how the client relates to their own culture/s and community and, where relevant, how the client relates to the culture of their family.

### *Knowledge and application*

- Provides care and support to clients within the boundaries prescribed by law and professional, national and local requirements, and codes of ethical practice.
- Engages in reflective practice.
- Demonstrates an extensive knowledge of resources and services for information and referral of clients.

### *Outcome evaluation*

- Invites and involves clients in providing feedback on services and in service planning.
- Demonstrates program effectiveness with data.

## **SELECTION CRITERIA TO BE ADDRESSED IN AN APPLICATION**

## **Essential**

1. Hold a degree in Social Work, or other relevant university qualification.
2. Demonstrated knowledge and experience in the therapeutic management of clients with complex care needs, including the ability to advocate, negotiate and liaise effectively on a client's behalf in a non-judgmental manner, including an ability to assess and monitor a client's safety, identify risks, and develop effective strategies to support clients and address their needs in a trauma informed way.
3. Ability to maintain accurate and complete client file records in accordance with Women's Legal Service Tasmania procedures and good file management, as well as an ability to draft complex reports, including collating statistics to demonstrate program effectiveness and case studies highlighting client outcomes.
4. Understand Women's Legal Service Tasmania's values and objectives and an understanding and commitment to the social justice, equity, and empowerment of women, with an ability to drive innovation and continuous improvement in service delivery.
5. Proven ability to work collaboratively within a team environment, supporting colleagues and contributing to a positive workplace culture. Excellent communication and interpersonal skills, with the ability to engage effectively with diverse groups, including staff and external stakeholders.
6. High level written and verbal communication skills, as well as competence in using Apple computers and a variety of software including word processing, spreadsheets, databases, email and calendars.
7. Hold a current Tasmanian Working with Vulnerable People (WWVP) Employment registration, and current and clear National Police Check (no more than twelve months old).

## **Desirable**

1. Some knowledge of the legal profession and legal office operations and environments, as well as a demonstrated commitment to the principles of social justice, and familiarity and understanding of the role and challenges faced by the community services sector.
2. Demonstrated success in developing and maintaining community networks.
3. Current First Aid Certificate.
4. Full driver's license.
5. Prepared to travel intrastate as required.