



Integrated Domestic and Family Violence Service

Job Package

Full Time

IDFVS Case Worker

Pathfinders

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate program, Client Support Services and Out of Home Care services. Pathfinders' services are located across the Mid North Coast, New England and North West Tablelands of NSW. Pathfinders' vision is that all children, young people and their families will have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality, and are able to achieve and contribute to their full potential.

The Sanctuary Model

Pathfinders' commitment is further strengthened by its implementation of the Sanctuary Model, a trauma-informed framework that guides our practice and organisational culture. The Sanctuary Model promotes safety, healing, and recovery by embedding values such as nonviolence, emotional intelligence, social learning, open communication, democracy, social responsibility, and a commitment to personal and collective growth. These values underpin how we engage with clients, ensuring their rights are upheld in a supportive and empowering environment.

Integrated Domestic and Family Violence Service

The Integrated Domestic and Family Violence Service (IDFVS) is a program that provides coordinated, trauma-informed support to individuals and families experiencing or at risk of domestic and family violence. The program supports both victim-survivors and people who use violence by focusing on safety, recovery, and empowerment through client-centred interventions, risk assessment, safety planning, and referrals to specialist and mainstreamed services. IDFVS works collaboratively with local agencies, law enforcement, courts, and community organisations to ensure an integrated response that prioritises the safety of victim-survivors, promotes accountability for people who use violence, and supports long-term wellbeing and stability.

Essential Criteria

1. **Qualifications** - Possession of a minimum Certificate IV in Community Services (or equivalent), or relevant experience in case coordination and case management working with individuals and families affected by domestic and family violence.
2. **DFV Knowledge and Practice** - Demonstrated understanding of the dynamics, risk factors, and impacts of domestic and family violence, including evidence of specific training, and professional development with a DFV focus.
3. **Trauma-Informed and Strength-Based Practice** - Proven ability to apply trauma-informed, client-centred, and strength-based approaches when supporting victim-survivors, families and people who use violence.
4. **Cultural Competency** - Demonstrated experience working respectfully and effectively with Aboriginal and Torres Strait Islander people, and clients from culturally and linguistically diverse (CALD) backgrounds, with an understanding of culturally safe practice.
5. **Risk Assessment and Safety Planning** - Experience conducting risk assessments and developing safety plans that prioritise client wellbeing and align with best practice DFV frameworks.
6. **Interagency Collaboration** - Demonstrated capacity to work collaboratively within multi-disciplinary and interagency networks, including police, courts, child protection, and specialist DFV services, to deliver coordinated responses.
7. **Child Protection** - Sound knowledge of Child Protection legislation, the NSW *Keep Them Safe* framework, and the responsibilities of mandatory reporters when supporting families and children.
8. **Crisis Intervention and Case Coordination** - Ability to provide crisis intervention, case management, advocacy, and referral pathways for clients experiencing or escaping domestic and family violence and case coordination for clients who use violence.
9. **Communication and Conflict Resolution** - Highly developed communication, negotiation, and de-escalation skills, with the ability to maintain professional boundaries and manage sensitive client interactions.
10. **Self-Management and Professional Conduct** - Demonstrated ability to manage workload independently, use initiative, and engage in reflective practice within supervision and team environments.
11. **Administrative and IT Skills** - Strong written and verbal communication skills, accuracy in client documentation, and proficiency in Microsoft Office and case management and data reporting systems.
12. **Licensing** - A current, valid, and unrestricted driver's licence.
13. **Clearances** - A cleared NSW Working with Children Check.
14. **Police Check** - A current National Police Check.
15. **First Aid** - A current First Aid Certificate.

Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered based on merit, that is, the applicant considered to be the most capable of doing the job is selected.

Pathfinders encourage applications from people who identify as Aboriginal and/or Torres Strait Islander descent.

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

This position is identified as

How to apply

Applicants MUST follow these steps to be considered for the position.

Provide a typed application that includes:

1. A statement addressing each of the essential criteria, with examples demonstrating how you meet them.
2. A current resume outlining your relevant skills and experience.
3. A copy of your academic qualifications (photocopy or scanned copy)
4. Review, sign and attach copy of job package.
5. The names and contact details of two recent work-related referee (at least one referee should be a current or recent supervisor, if possible)

Submit your completed application via email to: hr@pathfinders.ngo

Application Enquiries - To Corporate Services at hr@pathfinders.ngo

If you are selected for an interview, you will be contacted by phone or email. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.



Integrated Domestic and Family Violence Service

Position Description

Full Time

IDFVS Case Worker

Position Title:	Case worker
Responsible to:	IDFVS Coordinator
Position Status:	Permanent Full Time
Pay Level:	SCHADS Award Level 5.1
Location:	Inverell/Glen Innes

Purpose of position

The purpose of the IDFVS Case Worker position is to provide high-quality, trauma-informed, and client-centred support to individuals and families experiencing or escaping domestic and family violence (DFV). The role is responsible for delivering integrated case management, advocacy, and practical assistance that promotes safety, stability, and long-term recovery for clients.

Working within the Pathfinders' therapeutic framework and the Sanctuary Model, the Case Worker will assess client needs, develop and implement safety and case plans, and coordinate access to appropriate housing, legal, health, and community supports. The position plays a vital role in strengthening protective factors, supporting empowerment and resilience, and reducing the risk of re-victimisation.

The Case Worker contributes to the broader IDFVS program objectives by working collaboratively with internal and external stakeholders, participating in community education and prevention initiatives, and promoting best practice responses to domestic and family violence across the region.

Reporting relationship and accountabilities

1. Be responsible to the IDFVS Coordinator
2. Provide efficient and effective support to the IDFVS program.
3. Work with the Pathfinders Management and staff when required.
4. Adhere to the Staff Code of Conduct.

Specific tasks and responsibilities

The key responsibilities are as follows but are not limited to:

Contribute to the achievement of these core IDFVS Program outcomes:

- Individuals and families experiencing or escaping domestic and family violence (DFV) are supported to achieve safety, stability, and wellbeing. s
- Victim-survivors are empowered through access to information, advocacy, and coordinated support to rebuild their lives free from violence.
- Perpetrators of DFV are held accountable for their behaviour through appropriate referral pathways and interventions that prioritise victim-survivor safety.
- Communities are strengthened through prevention, education, and collaboration to reduce the incidence and impact of DFV.

The IDFVS delivery framework comprises four dimensions:

- A trauma-informed and client-centred approach that prioritises safety, choice, and empowerment.
- Evidence-based practice responses in early intervention, crisis response, recovery, and prevention.
- Integrated service coordination across legal, health, housing, and community sectors.
- Community capacity building through awareness, education, and advocacy.

Duties/Responsibilities

- Deliver information, intake, risk assessment, crisis intervention, case management, and referral for clients referred to or presenting at the service.
- Undertake safety planning and implement appropriate strategies to reduce immediate and ongoing risk to clients.
- Carry out all work in accordance with relevant legislation, service policies, procedures, and funding agreement requirements.
- Ensure that services are delivered with cultural safety and sensitivity to the individual needs of all clients, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse clients, and people with disability.
- Maintain accurate and confidential client records in the Client Information Management System (CIMS) in line with Pathfinders' data collection and privacy standards.
- Participate in interagency collaboration and local DFV service network meetings to strengthen referral pathways and community awareness.
- Engage in supervision, debriefing, and professional development activities to ensure safe, ethical, and reflective practice.
- Work flexible hours, including participation in **on-call** or outreach arrangements as required.

- Undertake any other duties as required in accordance with organisational needs and priorities.

Client-Centred and Trauma-Informed Practice

- Apply trauma-informed, strengths-based, and culturally responsive approaches in all client interactions.
- Promote client participation in setting and reviewing case goals, safety plans, and service responses.
- Provide support that enhances client autonomy, self-determination, and capacity to make informed decisions.
- Advocate for clients to access housing, financial, legal, medical, and counselling supports.
- Support clients to rebuild social connections, access education or employment, and develop long-term safety strategies.

Early Intervention and Prevention

- Identify and engage with individuals and families at risk of DFV to prevent escalation and promote safety.
- Collaborate with 'first-to-know' services such as schools, health providers, police, and community organisations to identify and support those at risk.
- Deliver or participate in community education and prevention activities that increase awareness of DFV and available supports.
- Support clients to access services that strengthen protective factors and reduce vulnerability to future violence.

Crisis and Recovery Response

- Provide immediate and practical crisis support, including safety planning, accommodation coordination, and risk mitigation.
- Coordinate wrap-around supports to address immediate safety, health, and legal needs of clients and their dependents.
- Deliver case management support to assist clients in stabilising housing, finances, and personal wellbeing following DFV incidents.
- Facilitate access to therapeutic, counselling, and recovery programs for victim-survivors.
- Provide post-crisis follow-up and sustained support to ensure safety, stability, and recovery.

Integrated and Collaborative Practice

- Work collaboratively with police, courts, child protection, housing, and health services to ensure coordinated and safe responses.
- Attend and contribute to multi-agency case discussions, safety action meetings, and local DFV interagency groups.
- Build and maintain relationships with community agencies and services to enhance referral networks and client outcomes.
- Provide secondary consultation and guidance to other professionals regarding DFV dynamics, safety, and appropriate referral pathways.

Professional Development and Accountability

- Participate in supervision and performance appraisals with the Program Manager, including reflective practice and review of case work.
- Pursue ongoing professional development to enhance knowledge of DFV practice frameworks, legislation, and interagency collaboration.
- Actively contribute to service evaluation, quality improvement, and program reporting requirements.
- Recognise and manage personal wellbeing and professional boundaries through self-care and reflective practice.

Pathfinders - Purpose and Goals

Pathfinder's goal is that all Children, Young People and their Families have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality and are able to achieve and contribute to their full potential in Australian society.

Pathfinders Vision

The Pathfinders vision is to develop thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance. We see this being achieved through collaborative strategies and best practices, a strong and respectful workforce, and advancing bold and progressive ideas and policies.

Pathfinders Mission

Our mission is to empower people to live with hope and equal opportunity to reach their potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

Pathfinders Principles of Service

The following principles guide our provision of services to children, young people and their families:

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination based on religion, gender, race, sexuality or disability
- Quality service provision based on equity and need
- Community based, collaborative approaches to the provision of services
- Individualised, flexible case planning using a strengths-based intervention model that ensures the safety, emotional security and connectedness of our clients

- Culturally appropriate interactions with families and children are paramount
- Participation of our clients and stakeholders in the process of service delivery and planning
- Continuous service development and quality improvement through ongoing evaluation and review

Applicant Signature

Date