



Integrated Domestic and Family Violence Service

Job Package

Coordinator

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 Northwest Tablelands of NSW and Northern Territory. 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.

Pathfinders operates within a contemporary governance, digital communications, child-safe and regulatory environment, ensuring compliance with funding, legislation and community expectations, including full alignment with Northern Territory Child protection legislation, including the Children and Young People (Safety) Act 2017 and the Child Protection Act 1999, and compliance with the positive duty obligations under the Sex Discrimination Act 1984 as strengthened by the Anit-Discrimination and Human Rights Legislation Amendment (Respect at Work) Act 2022.

Pathfinders are committed to proactively preventing workplace sexual harassment, sex-based harassment, bullying, discrimination and victimisation, and fostering a respectful, inclusive and culturally safe environment for children, young people, families, staff and community stakeholders.

The Sanctuary Model

Sanctuary is an organisational framework that ensures that our culture and practices are guided by Trauma-informed principles. Sanctuary goes beyond providing a set of tools and techniques – it is a culture shift to address the effects of trauma at every level.

Pathfinders have made a commitment to embed the accredited and widely adopted Sanctuary model into every aspect of our organisation.

Document Name:				Page 1 of 9
Version No:		Date Approved:		Review Date:
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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-centered 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.

Role of the Coordinator

The Coordinator is responsible for ensuring a high standard of service delivery and participant care. The Coordinator position is responsible for coordinating support services that prioritises the safety of victim-survivors, promotes accountability for people who use violence, and supports long-term wellbeing and stability.

Selection Criteria

- **Qualifications and Relevant Experience** - Relevant qualification and/or substantial experience in community services, case management or coordination.
- **Leadership and People Management** – Demonstrated ability to lead, supervise, support and develop staff and manage workplace challenges.
- **Domestic and Family Violence Practice** - Demonstrated knowledge and experience in DFV practice, including risk, safety and complex client needs.
- **Trauma-Informed and Culturally Safe Practice** - Demonstrated ability to work in a trauma-informed, strength-based and culturally safe way with diverse clients and communities.
- **Case Management, Crisis Response and Collaboration** - Demonstrated ability to manage complex cases, respond to crisis, coordinate services and work effectively with partner agencies.
- **Communication and Professional Practice** – Demonstrated strong communication skills, judgement, professional boundaries, documentation, organisation and proficiency in Microsoft Office and client data systems.
- **Accreditations required:**
 - Police Check
 - Working with Children Check
 - First Aid and CPR Certificate

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

Document Name:				Page 2 of 9
Version No:		Date Approved:		Review Date:
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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 encourages 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.

How to apply

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

1. Prepare a typed application which includes:
 - A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
 - A current resume detailing your relevant skills and experience.
 - A photocopy of your relevant academic qualifications.
 - The names and phone numbers of two recent work-related Referees (at least one referee should be a recent supervisor, if possible).
2. Please email applications to hr@pathfinders.ngo

Interview

If you are selected for an interview, you will be contacted by telephone 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.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.

Document Name:				Page 3 of 9
Version No:		Date Approved:		Review Date:
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Integrated Domestic and Family Violence Service

Position Description

Coordinator

Position Title:	IDFVS Coordinator
Responsible to:	Senior Manager Community – New England
Position Status:	Full Time (38 hours per week)
Salary:	SCHADS Modern Award Level 6.1

Purpose of position

The Coordinator position is responsible for coordinating support services that prioritises the safety of victim-survivors, promotes accountability for people who use violence, and supports long-term wellbeing and stability. The Coordinator leads and manages the IDFVS team and oversees the operations of the IDFVS program.

The role is responsible for delivering integrated case management, advocacy, and practical assistance that promotes safety, stability, and long-term recovery for clients. The Coordinator assesses client needs, develops and implements safety and case plans, and coordinates access to appropriate housing, legal, health, and community support.

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

The Coordinator 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.

Document Name:				Page 4 of 9
Version No:		Date Approved:		Review Date:
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Reporting relationship and accountabilities

The IDFVS Coordinator will:

- Report directly to the Senior Manager Programs – New England.
- Collaborate with key stakeholders to enhance service quality.
- Maintain confidentiality, ethical service delivery, and adherence to organisational policies and procedures.

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.
- 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 behavior through appropriate referral pathways and interventions that prioritises 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-centered 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

Organisational Responsibilities

- Lead and manage the IDFVS team and oversee the operations of the IDFVS program
- Carry out all duties in accordance with the Policies and Procedures of the Pathfinders and service specifications of the Funding Body
- Work collaboratively with all internal and external stakeholders
- Coordinate all team activities, including staff meetings, training sessions, debriefings and staff supervision

Document Name:				Page 5 of 9
Version No:		Date Approved:		Review Date:
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- Provide regular supervision and performance appraisal of IDFVS staff
- Manage, maintain and support staff in a team environment
- Work collaboratively with all internal and external stakeholders
- Develop and maintain a system of regular staff meetings
- Report on the operations of IDFVS to the Senior Manager – Community Programs and to the Board.
- Adhere to the Code of Conduct, professional boundaries, Pathfinders Policy and procedures, Privacy and Confidentiality obligations
- Assist to implement and review all organisational WH&S policies and procedures and WH&S legislative requirements
- Maintain professional and personal boundaries with staff and clients at all times
- Provide leadership in all matters or issues which foster teamwork and overall service quality

Case Management

- 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 disabilities.
- 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-Centered and Trauma-Informed Practice

- Apply trauma-informed, strengths-based, and culturally responsive approaches in all client interactions.

Document Name:				Page 6 of 9
Version No:		Date Approved:		Review Date:
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- 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 Senior Manager - Programs, including reflective practice and review of case work.
- Pursuing ongoing professional development to enhance knowledge of DFV practice

Document Name:				Page 7 of 9
Version No:		Date Approved:		Review Date:
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frameworks, legislation, and interagency collaboration.

- Actively contributes 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

Document Name:				Page 8 of 9
Version No:		Date Approved:		Review Date:
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planning

- Continuous service development and quality improvement through ongoing evaluation and review

Pathfinders across the New England, Northwest Tablelands and Mid North Coast

Pathfinders is now located in offices across the New England and Northwest Tablelands at Inverell, Glen Innes, Tamworth and Armidale and the Mid North Coast at Kempsey, Taree, Port Macquarie and Coffs Harbour.

Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family and youth support services, juvenile justice, youth work, child protection, and Out of Home Care services.

Pathfinders programs and services include:

- Youth social, recreational and vocational programs.
- Family support services to ensure assistance gets to families and their children when they need it.
- Specialist Homelessness Services
- Integrated domestic and family violence services
- Individualised support plans and services for people with disabilities
- Information and referral assistance to link clients with appropriate support agencies
- Refuge and supported accommodation services to young people and women
- Full time support for young people in out-of-home care
- Juvenile justice support services to assist young people to reintegrate into our communities.
- Field placement and training for local TAFE and University students seeking employment in human services
- Provision of out of home care services, foster care support programs and foster care programs for children and young people under the guardianship of the Minister for Community Services
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after-care services to vulnerable children, young people and their families

Employee Signature

Date

Document Name:				Page 9 of 9
Version No:		Date Approved:		Review Date:
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