



Womens Safety Services of Central Australia

Our Vision: Greater Safety, Respect and Dignity for all Women and their Children in Central Australia

Position:	Team Leader – Crisis Accommodation Service - Full-time
Reports to:	Crisis Accommodation Service - Manager
Remuneration:	Level 6.1-6.2 (SCHADS Industry Award 2010) Generous package including 6 weeks annual leave and salary sacrifice

The Women's Safety Services of Central Australia (WoSSCA) is a not-for-profit, non-government organisation that operates on a feminist framework and is committed to assisting and enabling women and children experiencing domestic and family violence to live safely, with respect and dignity, free from violence, in their chosen community. WoSSCA provides several services which include: 24-hour Crisis Accommodation, Urban and Remote Outreach services, Court Support, Men's Behaviour Change Women's Safety Work and Community Development and Training.

The Role:

The Crisis Accommodation Service (CAS) Team Leader is responsible for supporting a dynamic team of Senior Case Workers and Case Workers who participate in shift work across a fortnightly roster. The CAS Team Leader will assist in the day to day management of the CAS team and be responsible for the supervision of a small group of Senior Case Workers and Case Workers; participating in the CAS Leadership Group; and have oversight and provide direction to enable consistent and high-quality service delivery to all women and children who access CAS. The Team Leader reports directly to the CAS Manager This position requires some flexibility across a fortnightly roster and may include some hours outside of usual business hours.

Duties and Responsibilities:

- Supervise a small group of Case Workers who work across a fortnightly roster, providing a safe and positive working environment.
- Oversee direct client service delivery, ensuring the WoSSCA Good Practice Framework is embedded in all client related practice.
- Provide specialist case management for complex client work and advice to case workers.
- Flexibility and availability to assist the team and clients across an on-call roster, including afterhours when needed.
- Work alongside the CAS Manager to provide leadership and facilitation that fosters a culture of respectful communication, reflection, and a team environment that values learning and development.
- Maintain accurate and thorough written records including case notes, meeting and supervision notes, interagency communications etc; and maintain oversight of the Crisis Accommodation Service data for consistency across service
- Develop and maintain collaborative working relationships with government and non-government agencies such as Northern Territory Police, Territory Families, and key NGO services.

- Represent WoSSCA and CAS by participating in external interagency meetings and network meetings, including fortnightly Family Safety Framework (FSF) meetings.
- Participate in the CAS leadership group, alongside the CAS Manager and Children's Advocate, to enable effective planning and coordination.
- As required, facilitate residents' meetings and/or group sessions utilising a strengths based, trauma informed approach.
- Contribute to the development and review of internal processes and policies to facilitate and maintain good practice.
- Adhere to WOSSCA policy, management directions and administrative procedures and participate in professional development activities and training.
- Perform any other duties as reasonably directed by the CAS Manager or the Chief Executive Officer.

Selection Criteria:

1. An Australian Tertiary degree (social work, psychology, or equivalent in community services) permitting eligibility for membership of a professional body within Australia or 5 years' experience in the area of domestic and family violence or comparable field.
2. Experience in working with women in crisis and understanding of crisis intervention and crisis decision making as well as in advocacy and inter-service liaison including knowledge of local services and resources.
3. Demonstrated experience providing professional supervision for practitioners working within a complex setting.
4. Ability to provide supervision for students completing placements with WoSSCA.
5. Demonstrated leadership and/or mentoring experience and facilitating a multi-disciplinary team.
6. Comprehensive understanding of theories approaches and practices in areas of intersectional and gendered violence, strength-based approach, trauma informed practice and cultural safety.
7. Knowledge of the Central Australian context or experience working in rural and remote settings.
8. Demonstrated ability to work under pressure, organise and plan to effectively manage a complex working environment.
9. Demonstrated experience in high level advocacy, and networking skills.
10. Excellent interpersonal skills including positive communication, conflict resolution and ability to work collaboratively within the WoSSCA team as well as with external services.
11. Excellent level of computer literacy.
12. Ability to adhere to all WoSSCA policy and procedures

Mandatory requirements:

- A National Police Criminal History check (less than 3 months Old) with acceptable outcome.
- Northern Territory Working with Children Clearance (Ochre Card).
- Current NT Driver's Licence.
- Current First Aid Certificate or willingness to obtain one.

Authorised by: Larissa Ellis, Chief Executive Officer

Date: 28 January 2025