

Position Description

Caseworker, HPLS Women's Service

Fixed term 12-month contract, parental leave cover

Part time, 2 days per week

Sydney based

1. The Justice and Equity Centre

The Justice and Equity Centre (formerly the Public Interest Advocacy Centre) is a leading social justice law and policy centre. We build a fairer, stronger society by helping to change laws, policies and practices that cause injustice and inequality.

Our work combines:

- legal advice and representation, specialising in test cases and strategic casework;
- research, analysis and policy development; and
- advocacy for systems change and public interest outcomes through media, communications, submissions and engagement with decision-makers.

We work across 5 focus areas: First Nations justice; reducing homelessness; disability rights; energy and water justice; and civil rights.

2. HPLS Women's Service

Part of the Homeless Persons' Legal Service (HPLS), the HPLS Women's Service is a gendered service that provides specialist legal outreach services for women who are at risk of being evicted, homeless, and/or facing other barriers to accessing and maintaining safe and stable housing.

The service is delivered by a Managing Solicitor, Criminal Solicitor, Community Caseworker and specially trained pro bono solicitors.

The service provides legal assistance in-person and by phone across a broad range of legal issues including tenancy, victims compensation, fines, and credit/debt. Through the Service's casework and input from the community, we also identify opportunities to advocate for systemic responses to issues of homelessness and domestic and family violence facing women.

3. Position overview

Reporting to the Managing Solicitor, the Caseworker will work with HPLS Women's Service lawyers to support clients to achieve better outcomes through holistic service delivery. The Caseworker will provide direct client support, including through facilitated referrals, and assisting with non-legal issues.

Solicitors and the Caseworker will work together to identify legal and non-legal issues connected to the client's homelessness or vulnerability to homelessness. They will work collaboratively with clients develop and deliver a plan to address these issues, including through appropriate facilitated referrals.

4. Major accountabilities

Direct service provision and engagement with stakeholders

- Provide high quality support, targeted interventions and advocacy for clients including:
 - triage/risk assessment around client safety
 - providing clients with information and advice in relation to a range of non-legal issues, such as safety planning, family violence, housing, income and mental health support
 - making referrals to other non-legal services according to their needs
 - advocating for access to relevant services and making referrals
 - liaising with legal representatives, court staff, police and others involved in legal processes; and
 - liaising with HPLS pro bono lawyers about non-legal issues impacting on clients.
- Attend outreach clinics with HPLS Women's Service lawyers to provide assistance to the lawyers and social support to clients.
- Develop and maintain strong working relationships with key stakeholders, including justice services staff, community lawyers, and community-based support and health services.
- Contribute to resource development, educational activities, advocacy and law reform activities.

Administrative support

- Record and manage client and matter information on the JEC's client database, Actionstep, to ensure records are accurate and up to date, including:
 - opening and closing files;
 - updating records and assisting with legal inquiries; and
 - generating statistical and other reports.
- Oversee incoming and outgoing communications for HPLS Women's Service with clients, volunteers and the general public, including assisting with client intake;
- Manage client bookings, including liaising with HPLS Women's Service in-house and pro bono lawyers, in-house case workers, host agency staff and clients to make and confirm appointments.
- Provide file management support, including gathering information about clients' legal matters, conflict checking, maintaining file notes, ensuring pro bono lawyers are maintaining accurate records and contributing to HPLS Women's Service file archiving.
- Support in house and pro bono lawyers to undertake work for HPLS Women's Service clients, for example following up on enquiries, providing guidance/support on administrative issues, assisting with booking interpreters, and providing current policies and procedures.
- Assisting HPLS Women's Service lawyers to:
 - conduct file reviews and training sessions;
 - update HPLS administrative systems as required;
 - update HPLS policies and procedures and pro forma documents.

5. Knowledge, skills and experience

Essential

- 5.1 3-5 year's experience in client casework or social work.
- 5.2 Experience in trauma-informed service delivery and integrated practice principles.
- 5.3 Experience working with victims of domestic and family violence or sexual assault and/or with homelessness and housing service consumers.
- 5.4 Demonstrated knowledge of issues facing women involved in the legal system, including First Nations women, women with culturally and linguistically diverse backgrounds, women with disabilities and women from LGBTIQ+ communities.
- 5.5 Demonstrated commitment to working in a collaborative and co-operative manner to achieve outcomes for clients, as well as the ability to work independently and take initiative as required.
- 5.6 Demonstrated ability to keep accurate records and maintain client confidentiality.
- 5.7 Excellent interpersonal communications skills, with the demonstrated ability to communicate effectively with staff, clients, external stakeholders and organisations.
- 5.8 Ability to respond to changing needs of electronic document management, including the ability to develop skills in the use of Actionstep and Sharepoint.
- 5.9 Demonstrated ability to manage a busy caseload coupled with administrative tasks and prioritise effectively.

Desirable

- 5.10 Tertiary qualifications in welfare, social sciences or related discipline.
- 5.11 Membership to the Australian Association of Social Workers.

6. Conditions

We are an equal opportunity employer and are committed to promoting a diverse and inclusive workforce.

Annual salary range: \$96,745 pro rata plus leave loading and superannuation.

We are a Public Benevolent Institution and are currently able to offer salary packaging options subject to our Salary Sacrifice Policy. Staff who take full advantage of salary packaging options can significantly increase their take-home pay.

Our Enterprise Agreement provides benefits including additional paid leave between Christmas and New Year and paid cultural and ceremonial leave. See further: [Justice and Equity Centre Enterprise Agreement](#).

This position is offered as a 12-month fixed-term contract for parental leave cover, 2 days per week.

We are committed to flexible working arrangements and provides opportunities for professional development and mentoring. Our workplace culture is collaborative, dynamic and committed to cultural safety.

7. Applications

Your application should be no longer than 6 pages in total. An application should comprise a cover letter, resume, and a statement outlining your suitability for the role with reference to the selection criteria (see 'Knowledge, skills and experience').

Applications should be sent by email to jobs@jec.org.au.

Inquiries about the position should be addressed to:

Tempe McMinn

Managing Solicitor, HPLS Women's Service

jobs@jec.org.au

If you would like to discuss the recruitment process and any reasonable adjustments you may require, please contact jobs@jec.org.au.