



Position Description

ROLE	Program Manager
SECTION	Eurobodalla Domestic and Family Violence Homelessness Service
RESPONSIBLE TO	Executive Officer
STATUS	Permanent after a six month probation period
LOCATION	Moruya, covering Eurobodalla Shire
HOURS	56-64 hours per fortnight as negotiated, Mondays essential.
TERMS & CONDITIONS	Employment conditions as per Social, Community, Home Care and Disability Services Industry Award 2010. For more information:

<https://calculate.fairwork.gov.au/payguides/awardviewer/G01002983>

We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. Aboriginal and Torres Strait Islander women and women from culturally and linguistically diverse backgrounds are strongly encouraged to apply.

Being a woman is a genuine requirement for this position under Section 31.2H of the Anti-Discrimination Act 1977

ABOUT SOUTH EAST WOMEN AND CHILDREN'S SERVICES

SEWACS is a community-based organisation providing holistic homelessness, domestic violence, and youth support services across Bega Valley and Eurobodalla Shires. The organisation includes three programs: Staying Home Leaving Violence, Youth Accommodation Service and Eurobodalla Domestic and Family Violence Service. SEWACS places a collaborative and trauma-informed approach at the forefront of all casework.

Vision

Our vision: Break the cycle of Domestic and Family Violence, and homelessness in our region.

Values

We believe in...

- Being an open, welcoming and trusted place. We promise to be genuine, to listen with empathy and kindness, and without judgement.
- Feminism guiding our work. This means we recognise, celebrate and support every person's uniqueness, strengths, and their right to determine their own path.
- Everyone's fundamental right to safety and security. We are activists and grassroots drivers of positive change.
- Owning and being honest about what we do and why we do it. We are committed to learning and doing better together by sharing knowledge and practice.

THE POSITION

The Eurobodalla SHS and DVRE Program Manager will work with the Executive Officer of the organisation to support and supervise staff within the program and coordinate with the Eurobodalla SHS and DVRE Programs Team Leader (herein Team Leader) to ensure the delivery of trauma-informed staff support, case work and specialised group work.

Responsible for

All SHS and DVRE staff, students, contractors and volunteers.

DUTIES

Staff Management

- Work with the Team Leader, Business Manager and Executive Officer on the selection and recruitment and orientation of new staff.
- Liaise with the Team Leader on matters relating to staff, including fulfilling the requirements of their position descriptions, orientation, supervision/ external supervision, training, support and rostering and Leave applications.
- Provide internal supervision to Team leader, caseworkers, and DVRE staff.
- Work with Team Leader to ensure accurate up to date and concise information is recorded for all clients and ensure staff prepare, document and implementation case plans for every client.

Transitional Properties, SHS and DVRE Management

- Maintain, monitor and report all program data.
- Work with the Executive Officer and Business Manager to monitor the program budget. Adhere to and ensure staff adhere to Delegation of Authority regarding approval of spending limitations.
- Collate the activities undertaken within the program and report to the Executive Officer via a monthly report for the board, including plans and submissions or issues that may inhibit the smooth operation of the service.
- Work closely with the Team Leader and Property Officer
- Ensure all people seeking assistance from the program are assessed against SEWACS Policy & Procedure including Access & Equity and Eligibility Criteria.

Case work

- Engage in trauma-informed case work in a busy crisis accommodation service with women and children who have experienced DV and trauma.
- Support staff with complex case management and prioritise the workload.
- Prepare, document and implement case plans for every client and the coordination of other services to support the client.
- Maintain the CIMS database and ensure accurate up to date and concise information is recorded for all clients. Collaborate with the team leader to follow up on errors.
- Assess the appropriateness of referrals, both to and from the service. Work collaboratively and consult with other staff.
- Collaborate with Team Leader on group facilitation schedule/delivery.
- Transport adults and children in service vehicles to relevant agencies.

General

- Undertake tasks as directed by the Executive Officer.
- Work effectively and respectfully. Understand and implement the principles of working as a member of a team.
- Understand the WHS Act 2010.
- Provide an information and referral service to non-government and statutory organisations, community organisations and individuals when requested.
- Facilitate and develop support groups in collaboration with the Team Leader, other staff and stakeholders.
- Represent SEWACS Budjungal at network meetings or send an alternative.
- Attend Program Manager/Executive Officer meetings as required.
- Manage the day-to-day operations of the refuge and office including financial approvals and petty cash.

RESPONSIBILITIES

- Be actively informed and carry out work in accordance with the current policies and procedures of SEWACS, guidelines of the association, common law, funding agreement guidelines and mandatory obligations pertaining to adults and children.
- Maintain strict confidentiality at all times.
- Attend and actively participate in work related conferences, meetings and training courses as required, some may be outside the local area and require overnight stays.
- Ensure that the service is delivered with respect for and awareness of individual and cultural needs of all staff and clients.
- Participate in interagency networks and community development projects.
- Commitment to empowering women and children in our community.
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.
- Develop and maintain networks with relevant community and departmental agencies and individuals.

COMMUNICATION

- Work collaboratively and respectfully with all SEWACS Budjungal staff and management.
- Keep accurate written records and statistics of all clients accessing the service and report to the Executive Officer for the Board Meeting.
- Bring to the team issues that may inhibit the smooth operation of the service. Follow complaint process and contact Executive Officer if needed.
- Participate in internal and external supervision and worker appraisals.
- Coordinate team meetings with the Team Leader.
- Attend meetings as requested by the Executive Officer including a rotation of attendance at Board Meetings to present reports and ideas.

SKILLS AND EXPERIENCE

- Tertiary qualifications in social work or equivalent or experience in a relevant field
- A minimum of two years' experience working within the domestic violence field.
- A demonstrated ability to lead a team including staff, projects, administration and financial delegations.

- Demonstrated effective crisis, early intervention and using feminist, strength-based, trauma-informed and holistic approaches.
- An integrated awareness of the specific issues arising for; Aboriginal women, women from Culturally and Linguistically Diverse (CALD) background, LGBTIQ, women with disabilities and children experiencing domestic violence.
- Excellent communication skills including the ability to communicate effectively with clients and other service providers; document case work; and effectively use technology – hardware and software.
- Highly developed skills in conflict resolution, negotiation and client advocacy and handling 'difficult conversations'.

Other Requirements:

- Successful 'Working with Children' and Criminal History Police Checks
- Current Drivers Licence
- Undertake a 6-month probationary work contract.
- Able to travel and attend training as requested.

SELECTION CRITERIA

1. A minimum qualification: Tertiary qualifications in social work or equivalent.
2. Demonstrated knowledge of Specialist Homelessness Services (SHS) and Domestic Violence Response Enhancement (DVRE)
3. Experience working with homeless people or people at risk of homelessness due to domestic and family violence.
3. Ability to follow directives of the Executive Officer and be responsive working in a busy crisis accommodation service and prioritise the workload of multiple clients and staff.
4. Demonstrated trauma-informed management skills.
5. Awareness of the specific issues arising for Aboriginal people and people from non-English speaking background, women with disabilities and children experiencing domestic violence.
6. Excellent communication skills to effectively engage with clients and collaborate with other service providers.
7. Demonstrated documentation, report writing and technology skills – hardware and software.
8. Ability to review risk assessments and support staff to work safely with clients.
9. Strong leadership experience to support the wellbeing of frontline staff in our organisation.

Please provide

- names and contact details of two recent work referees
- a cover letter addressing how you meet the selection criteria
- a current resume

For further information please contact Gabrielle Jones, Executive Officer on 0428 136 196

Applications for this position should be forwarded to admin@sewacs.org.au with CONFIDENTIAL Eurobodalla Program Manager in subject heading.

Applications close: Sunday 18 October 2026