



JOB DESCRIPTION FORM

POSITION DETAILS

POSITION TITLE	Mobile Outreach Worker
LOCATION	Gosnells/Armadale and Cannington locations
SERVICE/PROGRAM	Mobile Outreach Service
EMPLOYMENT STATUS	Part time
AWARD/COLLECTIVE AGREEMENT	Social Community, Home Care and Disability Services Industry Award
CLASSIFICATION	SCHADS Award Level 5, Pay point 1-3

REPORTING RELATIONSHIPS

Position reports to: General Manager Outreach and Community Services

Positions reporting to this Position: Nil

PURPOSE

The Mobile Outreach Service provides support to women and children in the Eastern Metropolitan Corridor who are experiencing or have recently left a violent or coercive relationship. It also supports women and children who have recently exited refuges and are re-establishing themselves in the community. The service is available to women with or without children.

The outreach workers will work closely with refuges and other FDV services in these areas to support women and children who have recently exited refuges and are living in the community or Starick's transitional housing program, including women who are living with perpetrators who use violence and/or coercive control.

The workers will undertake proactive outreach to promote the program and to reach women who often do not access FDV services.

ABOUT THE SERVICE

Starick is an innovative, client focused organisation working across the continuum of prevention, early intervention, crisis response and recovery to address the impacts of Family and Domestic Violence (FDV) and to create safer communities. Our services are based in the eastern metropolitan corridor of Perth and include:

- Crisis accommodation and support at Mary Smith and Starick House refuges.
- Lead agency for the eastern metropolitan corridor Refuge Service System Model (RSSM), providing a 24-hour emergency response for women and children escaping FDV and ensuring a coordinated response to women and children, particularly those at very high risk.
- Outreach Services including:
 - Domestic Violence Advocates based in police stations
 - Safe at Home
 - Counselling
 - Supported transitional housing
 - Mobile Outreach
 - Staff in GP clinics

- Specialist children's programs
- Prevention and community education through delivery of Respectful Relationships programs in schools and sport and recreation associations, and presentations to community and business groups about FDV and appropriate community responses.

Starick's operating frameworks are:

- Family and domestic violence informed
- Safe and Together
- Child-centred
- Trauma informed
- Response based
- Strengths based
- Culturally sensitive
- Client-focused

Starick is committed to ensuring a child safe environment and work practices.

OUR VALUES

Passion

We are driven by a deep commitment to ending family and domestic violence and supporting those impacted by it. Our passion fuels advocacy, inspires resilience, and motivates us to go above and beyond to create safer futures for individuals and families.

Respect

We treat every person with dignity, compassion and empathy. We listen without judgement, honour individual experiences, and uphold the rights, choices and voices of those we support.

Diversity

We embrace and celebrate diversity in all its forms, including culture, identity, ability and lived experience. We are committed to inclusive, culturally safe and equitable services that recognise and respond to the unique needs of every individual and community.

Commitment

We are unwavering in our dedication to supporting victim-survivors and strengthening communities. We stand alongside those we serve, providing consistent, reliable and trauma-informed support through every stage of their journey.

Professionalism

We deliver services with expertise, care and accountability. We uphold high standards of practice, maintain confidentiality, and continuously build our capability to ensure safe, effective and evidence-informed support.

Integrity

We act with honesty, transparency and ethical responsibility in all that we do. We build trust through consistent actions, take accountability for our decisions, and always act in the best interests of those we support.

POSITION RESPONSIBILITIES

Service delivery

- Work as part of a broader service system that includes police, courts, child protection and non-government organisations to deliver a timely, coordinated, client centred and culturally appropriate response to women and children affected by FDV.
- Work with local FDV Response Teams in their local area.
- Work with women's refuges in the eastern metropolitan corridor to promote seamless access, referral pathways and coordinated support services for women and children experiencing or at risk of FDV.
- Facilitate collaborative and consistent responses to risk assessment, safety planning and information sharing across the corridor to enhance service responses and minimise the need for women to have to retell their story.
- Provide client focused case management to enhance safety and prevent homelessness.
- Work with women exiting refuges to support them to sustain safe and secure accommodation.
- Provide support to women in the community who are experiencing or are at risk of FDV.
- Work with the community to provide an early intervention and prevention response to women, with or without children, experiencing or at risk of FDV to be safe and supported.

Interagency Coordination

- Collaborate with government, non-government and community groups to contribute to sector policy development.
- Represent the organisation in the family and domestic violence sector and broader community sector in consultation with Senior Management.
- Promote community awareness and understanding of family and domestic violence and its impact on children, young people and families from Aboriginal, Torres Strait Islander and CALD backgrounds.
- Promote community awareness and understanding of Starick and the Mobile Outreach program.

SELECTION CRITERIA

ESSENTIAL

1. Demonstrated knowledge of Family and Domestic Violence, including FDV informed models and practice; knowledge and understanding of the impacts of FDV upon children, families and wider communities.
2. Knowledge of the FDV sector and related support services and systems.
3. Client Assessment and Case Planning, including risk assessment and safety planning and the development of client centred support plans.
4. Liaison and Advocacy, including high level interpersonal and verbal communication skills to liaise, negotiate and advocate with colleagues, other service providers and government agencies; and excellent written communication skills to prepare reports, correspondence and collect statistical data.
5. Relevant Qualifications and Experience, including Certificate III or IV, Diploma, Undergraduate or Graduate qualifications in a relevant area including community or human services, social work, FDV, Mental Health; and a minimum of two years' experience in an FDV service.

DESIRABLE

1. Experience in providing proactive outreach services
2. Familiar with/trained in the Safe and Together Framework for FDV
3. Experienced in developing and running programs, group work and other strategies to support women and children.
4. Experience in public speaking and presentations to raise awareness of FDV.
5. Understanding of child development and the impacts of FDV on children's development.

DOCUMENTS REQUIRED

1. Current Class C driver's licence.
2. National Police Certificate.
3. WA Working with Children Check.
4. Evidence of 'Right to Work' in Australia.

CERTIFICATION

The details contained in this document are an accurate statement of the responsibilities, competencies and other requirements of the position.