Position Description

Advocate, Family & Domestic Violence

Vision	Better futures for WA women
Purpose	To provide excellent connected health and support services to women across their life cycles
About us	Luma is a not-for-profit organisation which has been providing services for Western Australian women since 1977. Over the years, Luma has grown from a small medical and counselling clinic for women in the 70's to a holistic, integrated, one-stop shop for women of all ages, stages, cultures, and identities. Located across the wider Perth metropolis Luma offers a wide range of medical, nursing, allied health, mental health & counselling, Family & Domestic Violence (FDV) advocacy, health promotion and education and career support services to WA women. Luma's services are open to all WA women and prioritise women who are socially, and economically disadvantaged; disabled, Indigenous, from CaLD backgrounds, women who are carers and women experiencing FDV all of whom are at higher risk of ill health.
Values:	Respect Integrity Diversity & Inclusion Innovation

Position Details

Position title	Advocate, Family & Domestic Violence (FDV)
Classification	2022 Enterprise Agreement, Health Professionals Level 2
Base Location	Northbridge & other locations as required
Status	Part-time (0.5 FTE) 2-years fixed term
Service Area	Family & Domestic Violence Services
Reports to	Manager, FDV Services
Managed Staff	Nil
Position Purpose	Work within a trauma-informed practice framework to support victim-survivors of family and domestic violence through the delivery of compassionate, client-centred case management, including assessment, brief intervention, advocacy, referral, and ongoing support. The role ensures services are culturally safe and inclusive, with a strong focus on respecting and incorporating the cultural and religious needs of clients from diverse backgrounds.

Date created 19/03/2018
Date reviewed 15/05/2026

Key responsibility for the role

- Provide client-centred case management, including brief interventions, support, advocacy, and referrals.
- Undertake risk assessment using the Common Risk Assessment and Risk Management Framework (CRARMF).
- Develop, implement, and regularly review safety plans with clients and their families.
- Action safety planning strategies, including referrals to relevant services (e.g. Safe at Home, WA Police).
- Conduct comprehensive needs assessments and develop tailored case plans.
- Manage referrals and coordinate services to support clients in achieving their goals.
- Deliver culturally safe and responsive support to clients from Aboriginal and CALD backgrounds.
- Maintain legally robust, trauma-informed client records, data entry, and reporting requirements.
- Provide information and education about available services, rights, and safety planning.
- Support walk-in clients and respond to presenting needs in a timely and professional manner.
- Build and maintain effective relationships with internal teams and external service providers.
- Participate in supervision, team meetings, and contribute to service improvement and community initiatives.
- Maintain appropriate professional boundaries and actively support personal wellbeing when working with clients.

Leadership/Communication

- Support the philosophy of Luma.
- Adhere to the policies and procedures of Luma.
- Accept direction and feedback for professional behaviour and implement changes as a result of feedback.
- Demonstrate a good work ethic by keeping to agreed timelines, accepting responsibility for outcome of own work, arriving punctually to meetings and activities, monitoring, and reporting to agreed targets and goals.
- Participate in development opportunities including attending sector networking, further training and professional development events when required.
- Work collaboratively within the FDV Team and with Luma multidisciplinary staff, service leaders and Management.

Safety & Quality Improvement

- Remain up-to-date of industry trends and best practice.
- Understands and uses a risk management approach to delivering care.
- Document quality assurance activities with internal reporting and audits.
- Identify training needs.

Organisational Responsibility

- Communicate and act in ways that are consistent with the organisation's purpose and values.
- Support and promote the work of the organisation, maintaining a positive image of the organisation in accordance with the level of the position.
- Comply with the organisation's policies, code of conduct, procedures and practices, external funding body requirements and legislation.

- Apply and uphold the principles of a respectful, inclusive, and diverse workplace, free from discrimination, harassment or bullying.
- Adhere to organisational Health, Safety and Environment requirement.

Key Performance Indicators

- **Daily Service Delivery:** Deliver an average of 5.5 hours of service per working day (consisting of 4 hours of client direct and 1.5 hours of client indirect).
- **Client Attendance Rate:** Maintain a minimum attendance rate of 70%.
- **Completion of Clinical Evaluation Tools:** 70% of group and individual client's complete evaluation tool pre and post service.
- **Timely Completion of Case Notes:** Appointments are tracked and accurate case notes are entered by the end of the next working days.
- **Group Attendance Rate:** Maintain a minimum of 8 participants in each established group.
- **Networking & Stakeholder Engagement:** Maintain an average of 2 networking and/or stakeholder engagement activities per quarter.

The KPIs are read in conjunction with this Position Description and are reviewed annually with the reporting manager.

Selection Criteria

- Tertiary qualifications in a relevant discipline, such as Mental Health, Social Work, Psychology or equivalent.
- Proficiency in providing brief interventions, advocacy and support to individual clients affected by Family and Domestic Violence, including women, children, and their families.
- Knowledge of family & domestic violence, community development, outreach work and cultural considerations.
- Understanding of services available in the community with a demonstrated ability to support clients to access services, groups, information, and other supports to strengthen and support their journey.
- Confidence when liaising with government and non-government service providers in pursuing improved outcomes for clients.
- Strong written communication skills to prepare comprehensive case notes.
- Advanced verbal and non-verbal communication skills to rapidly build rapport with clients from diverse backgrounds and experiences and engage in case conferencing with others.
- Demonstrated understanding of diversity and inclusion, access and equity, social justice, multiculturalism, and cultural sensitivity.
- Advanced computer skills to operate practice management and Office 365 programs.
- Current National Police Clearance and Working with Children Check.

Our organisation is committed to protecting children and young people from harm. We require all applicants to undergo an extensive screening process prior to appointment.

Our values drive our culture and performance through a strong focus on upholding the organisation's vision and purpose. We celebrate and respect people's differences and commit to providing an inclusive work environment. We welcome applications from individuals of all backgrounds, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse communities, people with disability, and those identifying as LGBTQIA+.

Acceptance

I have read and understand the content of this Position Description.

Employee Signature: Date:

Reporting Supervisor Signature: Date: