

POSITION DESCRIPTION	
Title:	Support Advocate
Program:	Supported Accommodation
Reports to	Supported Accommodation Coordinator
Position Type	Full time Permanent
Hours of work	This position operates on a rotating roster of 38 hours per week between 6:00am and 8:00pm, Monday to Friday, and includes participation in a rotating after-hours on-call roster in accordance with operational requirements.
Remuneration	Award Classification: Crisis Assistance, Supported Housing Industry Award WA, level 4.3 - 5.1 depending on experience Regional Allowance: Applicable for Newman as per Award provisions Superannuation: In accordance with the Superannuation Guarantee Probation period: 6 months Employee Benefits: • Access to NWS Employee Assistance Program (EAP) • Accommodation Subsidy • 5 weeks annual leave per annum plus 17.5% leave loading • 1 economy return flight between Newman and Perth per annum after 12 months of service. • Opportunity to enter a salary sacrifice arrangement
About the Organisation	Newman Women's Shelter (NWS) is a Not-For-Profit organisation providing Family and Domestic Violence (FDV) and support services across Newman and the East Pilbara region. Services include: • Supported Accommodation: Emergency, Crisis, and Transitional housing • Communities Outreach: Mobile Outreach Initiative, FDSV remote community support • Emergency Relief: Food in the Park Project, financial assistance, and material aid • Youth Services: Martu Night Patrol, Safe Space, Martu Youth Support • Counselling Services: Specialist FDV and youth counselling Our Values: <i>Integrity Humility Collaboration Accountability Excellence</i> NWS is a culturally safe, diverse and environmentally conscious organisation. We are signatories of the Cultural Compact and recognise Nyiyaparli Traditional Owners of the Country on which Newman stands and the Martu people as the Custodians of Jigalong which sits in Nyiyaparli Country.

Job Purpose and Outcomes	The Support Advocate supports women and children experiencing or at risk of family and domestic violence (FDV) and associated homelessness. The role delivers emergency, crisis and transitional accommodation support, advocacy, outreach, and case management to enhance safety, wellbeing, and long-term stability. Key Outcomes Safety and Wellbeing Women and children are supported to increase their safety, wellbeing, and self-determination through strengths-based and trauma-informed practice. Housing and Support Pathways Women and children are assisted to access safe accommodation, practical support, and coordinated services that promote stability and reduce the risk of homelessness. Advocacy and Service Coordination Clients are connected to appropriate internal and external services, with effective advocacy and collaboration supporting positive outcomes. Quality Service Delivery Services are delivered in a timely, professional, culturally safe, and client-centred manner, consistent with NWS practice frameworks, funding requirements, and organisational standards.
Key Accountabilities	1. Client Support and Case Management • Provide trauma-informed, culturally safe support to women and children experiencing or at risk of family and domestic violence and associated homelessness. • Undertake intake, risk assessment, safety planning, support planning, advocacy and case management in accordance with organisational practice frameworks. • Support clients to access housing, legal, health, financial and community services to promote safety, recovery and long-term stability. • Maintain accurate, timely and confidential client records and case notes. 2. Crisis Response and Accommodation Support • Provide responsive crisis intervention and practical support to women and children accessing emergency, crisis and transitional accommodation. • Assess and coordinate the provision of emergency relief, material aid and practical assistance to address immediate client needs and support stabilisation. • Support safe client entry, exit and transition processes and contribute to a safe, clean and welcoming accommodation environment. This includes room preparation, reporting maintenance issues, and

	maintaining vehicles and organisational assets in a safe and operational condition. 3. Outreach and Community Engagement • Deliver outreach support, safety planning and advocacy to women and families in community. • Assist with the delivery of programs, activities and early intervention initiatives that strengthen safety, wellbeing and community connection. • Participate in outreach trips and service delivery activities as required. 4. Children and Family Support • Promote the safety, wellbeing and developmental needs of children impacted by family and domestic violence. • Support parents and carers to strengthen protective factors, access services and achieve family-centred goals. • Contribute to child-safe and family-focused practice across all service delivery. 5. Service Coordination and Advocacy • Build and maintain effective relationships with internal teams and community service providers. • Advocate for client needs and facilitate coordinated responses that improve access to services and support pathways. • Represent NWS professionally and contribute to positive stakeholder relationships. 6. Compliance and Continuous Improvement • Comply with organisational policies, procedures, legislative requirements and funding obligations. • Participate in supervision, training, team meetings and reflective practice activities. • Contribute to service improvement, risk management and quality assurance processes.
Position Requirements	• Demonstrated understanding of family and domestic violence, including trauma-informed, strengths-based and culturally safe practice. • Experience undertaking case management, risk assessment, safety planning and client advocacy. • Ability to work effectively with Aboriginal people, families and communities, with an understanding of cultural considerations and community dynamics. • Ability to engage respectfully with people from diverse cultural and linguistic backgrounds. • Well-developed communication, interpersonal and stakeholder engagement skills. • Strong organisational skills, including the ability to manage competing priorities, maintain accurate records and meet reporting requirements. • Ability to work both independently and collaboratively within a multidisciplinary team.

	• Commitment to maintaining professional boundaries, confidentiality and ethical practice. • Understanding of relevant legislation, privacy obligations and child safeguarding principles. • Commitment to the vision, values and objectives of Newman Women's Shelter.
Relevant experience, certifications and training required	Relevant qualifications in Community Services, Social Work, Counselling or related discipline and/or minimum 5 years' experience working in a community organisation. ▪ Valid Working with Children Card ▪ Valid C Class Driver's License ▪ Valid National Police Clearance ▪ First Aid Certificate ▪ Food Handling Certificate ▪ Cultural Awareness Training or willingness to obtain ▪ Experience in 4WD or willingness to obtain ▪ Proficiency in Microsoft Office and data entry