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WA 6932
Tel: (08) 9370 4544

Women's Advocates – Orana House Women's Refuge

Crisis Assistance, Supported Housing Industry Award

L3 – Casual \$46.20 to \$48.29 (inc 25% loading) plus relevant shift penalties

Orana House provides crisis and transitional accommodation, advocacy and holistic support services for women and children experiencing family and domestic violence. We are looking for casual women's advocates to join our current refuge team.

The Women's Advocate roles support the case management process and provide more practical and social support, such as accompanying women to appointments, completing referrals, organising outings and providing inhouse activities such as cooking and life skills and fun activities.

We are seeking skilled, energetic and organised women with a passion to advocate and provide practical and emotional support to women and children accommodated in our crisis refuge to increase their knowledge, resilience and safety.

Please note this is a casual position to fill gaps in the roster and to cover planned and unplanned leave, regular shifts may not be offered. Applicants should be able to work at short notice and be available for day/afternoon/night and weekend shifts. Loading is paid on shifts.

Successful candidates will need to be able to demonstrate:

- Qualifications in Community Services Certificate IV or above; or relevant equivalent skills/qualifications
- Experience in an FDV or direct client service delivery organisation
- Working knowledge of family and domestic violence, its impact and the resources available to assist
- Working knowledge & experience in culturally sensitive practice
- Knowledge of trauma informed and strength-based practice
- Ability to advocate for clients and their needs with external agencies and stakeholders
- Ability to manage competing demands within limited timeframes
- Excellent professional boundaries and ability to adhere to privacy and confidentiality principles
- High level of interpersonal, written & verbal communication skills
- Commitment to working within Orana's Vision and Mission
- A current National Police Clearance and Working with Children Clearance
- A valid Western Australian Driver's License
- A Current Senior First Aid Certificate or equivalent
- Must be an Australian Citizen, Permanent Resident, or hold a valid visa with working rights
- Flexibility to cover a combination of day, overnight and weekend shifts as required.

What we offer you:

- Competitive remuneration including salary packaging options
- Supportive, friendly and flexible team environment
- Great Perth Metro location

Being female is a Genuine Occupational Qualification under Section 27 of the Equal Opportunities Act 1984 (WA) and Section 30 (1) of the Sex Discrimination Act 1984 (Cth)

Please forward your resume and include a cover letter addressing the skills and experience you have that align with the role to:

Cat Hamelin – operationsmanager@orana.net.au



ORANA HOUSE

Women's Advocate JDF V5

Job Title:	Women's Advocate CASHI Award (WA) L3	Reports to:	Refuge Coordinator
Revision:	V 5	Date:	10.03.2026

Purpose of the role:

Orana's vision is '**A community free from family and domestic violence**'.
With the mission of '**Supporting women and children to be Safe from Family and Domestic Violence**'.

The role of the Women's Advocate is to provide advocacy and practical and emotional support services to women and children staying in the crisis refuge and to support them successfully achieve their identified case management goals.

They work alongside the women's case managers, children and young people's advocates and external colleagues to ensure Orana empowers change through providing the highest quality of services to the women and children we support.

Key Accountabilities:

- Contribute to creating a culture of inclusion and purpose, being part of a professional, productive, passionate and cohesive team and ensuring the safety and wellbeing of staff, volunteers, clients and stakeholders at all times
- Responsible for contributing to the aims, objectives, strategies, responsibilities, timelines and the resources necessary to deliver the operational and strategic plans
- Work within the Orana House Mission Statement, Code of Conduct & Ethics and ensure adherence to all Orana House Policies and Procedures
- Ensure confidentiality of information in relation to clients, staff and organisational matters at all times
- Responsible for providing professional support services to all refuge clients which includes assistance with both practical and emotional tasks, assisting with written referrals to other services, transport and support at appointments, internal and external recreational activities and any other tasks required to assist women to achieve safety and their individual goals
- Responsible for ensuring all relevant information is relayed back to the client's case managers for follow-up action
- Responsible for contributing to professional handover meetings, staff meetings and for engaging in personal knowledge and skills development and training
- Responsible for maintaining the professional standards of the organisation, ensuring effective communication with colleagues and clients or in any Orana House business
- Responsible for representing the organisation and its mission, programs and services in strong positive images to relevant stakeholders and the general public
- Responsible for ensuring safety and cleanliness of the crisis service at all times and to ensure Orana's assets, including vehicles, are well maintained
- Responsible for contributing to the day-to-day task requirements of the crisis service
- Any other tasks relevant to the role that supports Orana's vision of a community free from family and domestic violence.



Key Outputs:

- Maintain effective, professional relationships with colleagues, clients and external stakeholders
- Provide quality practical and emotional support and advocacy to refuge clients to assist them to increase their safety and achieve their individual goals
- Contribute to increasing client knowledge and skills to enable them to manage more confidently in the future
- Provide updates and information to the Coordinator and GM to ensure the safety and wellbeing of staff and clients, manage risk and contribute to continual improvement practices
- Professional representation of the organisation to all stakeholders and the general public

Person Specification:

Competency Requirements

- Working knowledge of family and domestic violence, its impact on women and children and the resources available to assist
- Knowledge & experience in culturally sensitive case management
- Knowledge of trauma informed and strength-based practices
- Ability to advocate for clients and their needs
- Ability to support change in an organisation to keep it developing and improving
- Ability to manage competing demands within limited timeframes
- Maintain strong professional boundaries
- High level of interpersonal, written & verbal communication skills
- Demonstrated knowledge and understanding of Aboriginal culture and society and the ability to communicate sensitively and effectively with Aboriginal people
- Understanding and capacity to relate to people from a diverse range of social and cultural backgrounds, including those with complex needs

Technical / Professional Expertise and Qualifications Required

- Tertiary qualification in Community Services Certificate IV or above
- Proficient Microsoft office skills
- Demonstrated experience in direct client service delivery and liaising with external agencies and stakeholders
- Must be an Australian Citizen, Permanent Resident, or hold a valid visa with working rights
- Current Police and Working with Children Clearances
- Current First Aid Certificate
- Current WA Drivers Licence
- Being female is a genuine qualification under Section 27 of the Equal Opportunity Act 1984 (WA)
- Availability to work shift work, including weekends and night shift

Summary

An operational role that delivers quality services to women and children supporting them to be safe from the impacts of family and domestic violence