



**Moree Women's Refuge**  
Ngala House Inc.

## **Case Worker (Full Time)**

### **About the Role**

The Case Worker's primary responsibility is to support women and children experiencing domestic and family violence. In this role, you will oversee intake, risk assessment, safety planning, case coordination and client support, while working as part of a team to help ensure the service operates safely, effectively and professionally.

### **Key Responsibilities**

- Under the direction of the Manager, perform daily refuge and outreach services, ensuring safe and effective service delivery
- Oversee intake, risk assessment, safety planning, referrals, case allocation and exit planning
- Provide high-quality case management, including complex and high-risk matters
- Work with Case Workers to maintain best practice, documentation quality and professional standards
- Liaise with courts, police, housing, health and other services to support client outcomes
- Maintain accurate case notes, reporting, risk management and WHS requirements
- Participate in after-hours, weekend and public holiday rosters and support the day-to-day operation of the refuge

### **Case Worker Opportunity**

If you are capable, organised and compassionate, this position offers a meaningful opportunity to make an impact. You will be well suited to this role if you can balance direct client support with leadership, coordination, clear systems and accountability in a sensitive environment.

**You'll be well suited to this role if you:**

- Have experience in domestic and family violence, homelessness or community services, including case management and complex client support
- Have capability and can support staff to work consistently and professionally
- Communicate clearly and build effective working relationships with clients, staff and external agencies
- Have sound knowledge of trauma-informed practice, child-centred practice and professional boundaries
- Have good technological skills and experience with Microsoft 365
- Hold a current NSW Driver Licence, Working With Children Check and Current First Aid Certificate (essential)
- Hold a minimum Certificate III in Community Services or a related qualification (essential)
- Bring previous refuge experience or relevant tertiary qualifications, which will be highly regarded

### **How to Apply**

Applicants will be asked to submit:

- A cover letter addressing the essential criteria
- A current CV
- Contact details for two referees

Applications should be emailed to the Manager, Carmel Sullivan

[carmel@mwrnh.org.au](mailto:carmel@mwrnh.org.au)

Applications close: COB Friday, June 5, 2026.