

JOB DESCRIPTION: Social Worker (as of January 2026)

Overview

Under the direct supervision of the Services Manager and the overall management of the Executive Director, the Social Worker is responsible for individual case management and delivery of case management output of the Services Team.

The Social Worker is responsible for assessing and identifying Client's needs and in consultation and collaboration with the Client, develop and implement a case management plan. The Social Worker is also responsible for conducting regular discussion and facilitation sessions with Clients. The Social Worker is based at the WAO Shelter and works closely with the Shelter team. WAO's Social Work is feminist and adopts a rights-based approach.

Responsibilities

Individual Case Management (50%)

- In alignment with WAO's Core Values, Mission and Vision, manage individual cases of Clients who require WAO's services and assistance.
- Conduct an assessment of the Clients' needs, and in consultation and collaboration with the Client, develop and implement a case management plan.
- Source and provide the necessary referrals for Clients to access other appropriate services
- Assist Community Liaisons/TeamTINA advocates in GBV-related case management and access to services.
- Conduct regular case management sessions and/or discussions with Clients, and utilise appropriate facilitation tools to help Clients express their emotions and facilitate the process of healing and recovery.
- Accompany Clients to the police station, welfare, court, immigration, lawyer office, hospitals, etc as and when necessary.
- Maintain an accurate and up-to-date documentation of case management output on a timely basis.
- Ensure child assessments are conducted for Client's children and refer for play therapy and/or further child counseling if necessary.
- Regularly update the Services Manager on individual case management, and seek guidance from the Services Manager on more complex and complicated cases.
- Strictly adhere to WAO's Standard Operating Procedures, the Core Values and the WAO feminist values, and report to the Services Manager if breaches are observed.

Advice and Assistance (30%)

- Attend to WAO's Hotline, TINA SMS helpline and email enquiries to provide appropriate advice and assistance.

- Conduct case management sessions with Clients to facilitate the process of healing and recovery.
- Conduct risk and needs assessment, when appropriate, and refer Clients to other agencies or service providers to obtain further support.
- Offer follow-up support and case management services, if necessary.
- Maintain an accurate and up-to-date documentation of individual case files, including calls, discussions or case management sessions.

Advocacy, Training and Public Education (10%)

- Identify law and policy gaps, and monitor the implementation of the Domestic Violence Act, the Child Act and applicable parts of the Penal Code on the ground and provide feedback to the Advocacy Team to push for law and policy reforms.
- Conduct trainings for corporations and communities through projects, advocacy and capacity-building efforts
- Assist in promoting WAO services and educating the public and relevant stakeholders through conducting public education talks, seminars, media interviews, etc.
- Carry out any other ad-hoc programmes and activities as directed by the Executive Director, and Services Manager

General / Other Tasks (10%)

- Collate monthly statistics on WAO's services and beneficiaries.
- Prepare statistics report and assist the Services Manager to prepare statistical information for reporting purposes
- Carry out any other requests or directions decided upon by the Executive Committee, the Executive Director and the Services Manager.

Knowledge, skills, and abilities required:

- Strong commitment to feminist principles and WAO vision, mission, WAO Philosophy and WAO Core Values.
- Good knowledge in Social Work, Psychology or Counselling and specialist knowledge of gender issues with a specific focus on the protection of domestic violence survivors.
- Good listening skills, compassionate and a strong commitment towards empowering Clients to achieve her goals and improve her wellbeing.
- Non-judgemental and ability to adopt a survivor-centered approach
- Ability to work within a framework of social work ethics and values and an ability to reflect on practice.
- Ability to work with diverse people, communities, and cultures, with an understanding of cultural awareness practices.
- Ability to work under stress and possess healthy coping mechanism when dealing with stress.

- Fluency in Bahasa Malaysia and English is required. Additional knowledge of Mandarin or Tamil is an asset.

Experience, Education, and Training:

Any combination of education, work experience and training which substantially provides the knowledge, skills and abilities as stated in this job description. Examples are as follows: Bachelor's Degree in Social Work, Counselling, Psychology or other relevant discipline with or without relevant experience.