



## MALLEE SEXUAL ASSAULT UNIT INC. POSITION DESCRIPTION

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| <b><u>TITLE:</u></b> <b>Manager – Client Services</b> | <b><u>DATE:</u></b> <b>November 2019</b> |
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**AWARD:**                      Health Professionals and Support Services Award (HPSS)  
**REPORTS TO:**              Executive Director  
**POSITION TYPE:**         Full time – Regular travel may be required.

This is an exciting career opportunity for an experienced clinical supervisor and senior manager wanting to develop and share their strong leadership, client engagement and collaborative skills across the sexual assault and domestic/family violence sector. If you have a passion for working with those committed to the prevention and early intervention of sexual assault and domestic/family violence from both a clinical and strategically positioned advantage, then this role is for you.

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services is committed to ensuring that the value of diversity is upheld in everything that we do for our employees, clients and visitors that help us to achieve our mission. We respect the individuality of our employees, clients and visitors. Our organisation is currently working towards Rainbow Tick accreditation status.

### **MISSION STATEMENT:**

To reduce the prevalence and impact of sexual assault and domestic violence in the Mallee through partnerships which raise community awareness and undertake preventative and early intervention strategies and provide specialist and coordinated care valued by survivors of sexual assault and domestic violence, meeting safety needs, and facilitating their empowerment, dignity and reintegration into communities of choice.

### **OUR VISION:**

To be recognised as the national leader in the prevention of sexual assault and family violence and the provider of services of excellence to victims / survivors.

### **ORGANISATIONAL CONTEXT:**

The Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Service provides services to victims/survivors and significant others of sexual assault and domestic violence. The components of the service consist of crisis care, counselling services, advocacy, community education, outreach support, information and referral services, therapeutic treatment programs for children under 17 years with problem sexualised behaviours and Risk Assessment Management Panel (RAMP).

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services acknowledges that family violence and other forms of violence against women are serious, preventable acts that have a significant impact on individuals, families, communities, our society and the economy. Violence against women is driven by four specific expressions of gender inequality:

- Condoning of violence against women and their children
- Men's control of decision making and limits to women's independence
- Stereotyped constructions of masculinity and femininity
- Disrespect towards women and male peer relations that emphasise aggression.

We recognise that while both men and women can commit violence, family violence is largely committed by men against women and children. Family violence is prevalent and occurs across the social spectrum. However, some groups of women and children experience multiple forms of discrimination and disadvantage due to the individual and structural power imbalances they face. This can compound their experience of violence and reduce their access to resources and support. At Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services, we respond to all victim/survivors of family violence in all its forms and deliver services from a rights-based approach that prioritises their safety, agency and empowerment.

Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services has a thirty-year history of providing services to victim/survivors and significant others of sexual assault and domestic violence. The components of the service consist of crisis care and accommodation, counselling services, advocacy, community education, outreach support, information and referral services and therapeutic treatment programs for children under 17 years with problem sexual behaviours.

In addition, we also host a Multidisciplinary Centre (MDC) in Mildura which enables victims of sexual assault to receive a consistent, coordinated and comprehensive response to their needs. The MDC includes a specially trained police unit, the Sexual Offences and Child Abuse Investigation Team (SOCIT), counsellors/advocates with the Mallee Sexual Assault Unit, Child Protection team and a Community Health Nurse.

RAMP, Regional Integration Coordinators, Personal Safety and Security Initiative, Mental Health and Alcohol and Other Drugs Specialist Family Violence Advisor Capacity Building Program and Specialist Family Violence Advisor Child Protection are also delivered by Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services. Co-located at the service are also Financial Counsellors (Mallee Family Care) and the Family Violence Legal Unit (Murray Mallee Community Legal Service). We recognise that to achieve best practice responses to victim survivors, their children and perpetrators requires cross sector and cross-discipline collaboration and team work. Mallee Sexual Assault Unit Inc Mallee Domestic Violence Services strives to achieve service excellence and the Support and Safety Hub is part of a broad suite of changes which will contribute to this change. The service is excited to be partners in the delivery of the Mallee Support and Safety Hub currently underway.

## **POSITION OBJECTIVES:**

### **Management and Supervision:**

- provide structured and regular clinical staff supervision, crisis debriefing and support to direct service staff case managers and the Specialist Family Violence Advisor -Child Protection Partnership Counsellor
- maintain formal oversight of staff caseloads, monitor data entry/integrity and reporting requirements and ensure detailed case planning in client files, in line with formal reporting in supervision. Liaise closely with Manager colleagues
- maintain formal oversight of the Personal Safety Initiative (PSI) program, reporting and staff supervision.
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- provide oversight and leadership on best practice approaches for the service, in line with the wider sector, service models and future developments
- ensure program leadership responsibilities are effectively and equitably delegated within the team with appropriate support, in conjunction with colleague Managers
- undertake after-hours on call duties on the roster and contribute to planning around service provision with State-wide system requirements
- contribute to the afterhours State-wide response process for Safe Steps and work with colleague Managers on any process changes
- responsible, with colleague Managers, for ensuring completion of the next day handover process to the Mallee Support and Safety Hub where appropriate
- assist with recruitment process and undertake performance management reviews

- identify training and professional development needs of staff in both supervision and performance reviews and provide feedback to management for planning
- assist with the management of conflict resolution and service feedback mechanisms
- assist with the development of the overall service annual plan relating to service provision, workforce development and training linked to state-wide and regional integrated priorities
- attend both staff and management meetings to provide input into the direction of the service and improvements with colleague Managers
- attend prepared for supervision with line manager.
- other duties as required

#### Strategic Planning and Review:

- Contribute to and provide strategic advice and development of an effective, high quality integrated sexual assault and domestic/ family violence service system in the Mallee region
- Provide strong leadership to ensure a collective and strategic approach to progressing prevention and early intervention objectives
- Contribute to the implementation, monitoring and review of the 'Royal Commission into Family Violence' recommendations at both local, regional and potentially state-wide levels with Management team.
- Build and maintain relationships that are targeted and purposeful and positively impact on the delivery of services for victims and perpetrators of sexual assault and domestic/family violence in the region
- Assist in the development, implementation and evaluation of community education and prevention activities.
- Adhere to the Code of Ethics for Professional Conduct

#### Continuous Quality Improvement

- To ensure that Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services practice is in line with relevant standards.
- To review files to ensure quality assurance requirements are being met and that outcomes are being achieved.
- Completion of work within timelines.
- To contribute to the development of policies and procedures in relation to the agency, program, intake, assessment and case work.
- To assist in the implementation of systems and structures to promote the good governance of the programs and fulfil our funding requirements.
- To ensure standards are met across all areas of service provision by developing and assisting with quality assurance activities. Participate in agency audits – internal and external.
- Gather feedback and report this appropriately.
- Timely response to matters identified in corrective action records.

#### Generic:

- abide by Mallee Sexual Assault Unit Inc. - Mallee Domestic Violence Service's policies and procedures at all times.
- participate in Mallee Sexual Assault Unit Inc. - Mallee Domestic Violence Service's performance appraisals as required.
- undertake not to reveal to any person or entity any confidential information relating to clients of the service and employees, policies, processes and dealings and not to make public statements relating to the affairs of Mallee Sexual Assault Unit Inc. - Mallee Domestic Violence Services without prior authority of the Chief Executive Officer.
- cooperate with all health and safety policies and procedures of Mallee Sexual Assault Unit Inc. - Mallee Domestic Violence Service and take all reasonable care that any actions or omissions do not impact on the health and safety of others in the workplace.
- maintain, be aware of, and abide by all legislation applicable to the role, Mallee Sexual Assault Unit Inc. - Mallee Domestic Violence Service and its clients.

### **KEY SELECTION CRITERIA - Essential for the Performance of the Position**

- Demonstrated experience working at a Senior management level.
- Appropriate tertiary qualification in social work, psychology or a related discipline.
- Extensive experience in supervision of staff in both crisis work and clinical counselling therapeutic work.
- Ability to lead, supervise, coach and manage staffing groups and build high performing teams.
- A sound knowledge and understanding of the effects of violence and trauma on women and their children and an understanding of contemporary responses to these issues.
- A sound understanding of the gendered drivers of family violence.
- Extensive experience in direct case management of complex and/or high-risk individuals who have experienced domestic violence and/or sexual assault.
- Expert understanding of and experience in best practice initiatives in relation to risk assessment and management and therapeutic work with high risk and complex individuals.
- Ability to communicate and liaise effectively with practitioners, supervisors, managers and other local and state-wide agencies and services.
- Experience in modelling and leading professional practice with a view to best practice and innovative and responsive solutions.
- To be willing to promote the cultural safety of children from Aboriginal and CALD backgrounds and any child with a disability.
- Experience working with culturally and linguistically diverse groups and other community groups.
- Demonstrated sound understanding of Child Safe Standards (Commission for Children and Young People)
- Demonstrated sound understanding of the Children's, Youth and Families Act 2005
- The understanding of a client's right to access the service regardless of their country of birth, language, culture, race or religion, sex, sexual orientation, or disability.
- Current valid driver's licence
- Current and clear Victorian and New South Wales Working with Children's Check
- Current and clear National Police Check

### **OTHER RELEVANT INFORMATION:**

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that may be affected by employment in this position.

### **HOW TO APPLY FOR THE POSITION OF MANAGER – CLIENT SERVICES**

The following information must be provided to assess your suitability for the position:

- Your current Curriculum Vitae or Resume including the names and contact details of three referees who have a thorough knowledge of your work performance. These will be contacted only following your expressed permission.
- You must address the key selection criteria and include a cover letter for your application.

Applications should be sent or emailed to;

**The Interview Panel**

**Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services**

**PO Box 1373 Mildura Vic 3502**

**Or Email to: [info@msau-mdvs.org.au](mailto:info@msau-mdvs.org.au)**

**Applications close; Friday November 29<sup>th</sup> at 5pm.**