



MALLEE SEXUAL ASSAULT UNIT INC. MALLEE DEOMESTIC VIOLENCE SERVICES

POSITION DESCRIPTION

TITLE: INTAKE AND ASSESSMENT / CASE MANAGEMENT

DATE: July 2020

AWARD: Social, Community, Home Care and Disability Services Award 2010

REPORTS TO: Team Leader - Intake and Assessment

POSITION TYPE: Full-Time, travel may be required

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 Rainbow Tick accredited.

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 & 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 (Orange Door) and Southern Mallee Access Point.

POSITION OBJECTIVES:

The Intake and Assessment / Case Management worker role is central in continuing communications and maintaining strong relationships within **MSAU-MDVS internal services** such as emergency accommodation, counselling, case management, Personal Safety Initiative, Therapeutic services, Risk Assessment Management Panel, **Multi-Disciplinary Centre programs** comprised of Sunraysia Community Health, SOCIT Police, Murray Mallee Community Legal Service, DHHS-Child Protection; **The Orange Door** and **external partnering agencies** including but not limited to Police, Child Protection, Department of Justice and Housing, providing support to survivors of sexual assault and family violence in both Victoria and New South Wales.

The journey of clients is enhanced where the Intake and Assessment worker utilises skills to provide appropriate information, advocacy and connection to services by keeping informed of organisations and programs as well as supporting clients to access supports. To do this the role requires extensive knowledge of services locally and responses that can be utilised and acts as a link to community development activities such as attending information sessions/forums in the community.

Integral to the role is assessing risk, identifying needs of clients, crisis response and referral pathways, this requires collaboration with services to identify risk and threats to safety of victim/survivors for ongoing risk management. Under the direction of the Team Leader Intake and Assessment, the Intake & Assessment Worker will undertake a range of activities including but not limited to:

- Perform intake and first point of contact duties for clients accessing the service
- Assessment of the nature and urgency of a request for service
- Making an initial assessment regarding eligibility for services and clients wishes for services
- To provide direct health care and support for victims/survivors of sexual assault and domestic violence.
- To provide crisis intake, counselling, support/information and assistance to all users of the service in crisis situations and/or requiring follow-up support/referral.
- To provide Therapeutic Treatment Services for children up to the age of 17 years of age who have engaged in sexually abusive behaviours or problem sexual behaviours.
- Adhere to strict data collection and file management systems with attention to detail
- Provide support/information and assistance to all users of the service in crisis situations and/or requiring follow-up support/referral and to other professionals and agencies.
- Work as part of a team ensuring the provision of a safe and supportive environment in which clients make their own decisions and choices.
- Provide information to other services and the community in relation to issues of sexual assault and domestic violence and its effects, to help foster community responsibility in addressing issues and advocating change.
- To facilitate access to other services and resources and advocate on behalf of clients when requested.
- Provide up to date information regarding relevant services if the request for service is not provided by Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services and assist the client or referrer to access appropriate referral services if required.
- To assist with the on-call recall roster
- To adhere to the Code of Conduct and relevant professional codes depending upon qualifications.
- Other duties as required.

KEY SELECTION CRITERIA:**Essential for the Performance of the Position**

- The successful applicant will be expected to have previous relevant experience in intake and assessment with high developed client engagement skills.
- Required to hold an accredited qualification relevant to the position at Degree level preferred, or if Diploma level be prepared to undertake further studies.
- Practical experience in a not-for-profit / counselling service organisation is not essential but would be highly regarded.
- Well-developed knowledge and skill underpinned by theoretical and practical knowledge of a range of counselling approaches relevant to Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services programs.
- Knowledge of the Domestic Violence Victoria (DV Vic) Code of Practice and the Victorian Centres Against Sexual Assault (CASA) Standards of Practice.
- Capacity to demonstrate early intervention principles, and the articulation of a well-developed practice framework for crisis intake and initial assessment counselling, including well defined risk management assessment skills.
- Knowledge of the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM), Family Violence Information Sharing Scheme (FVISS) and the Child Information Sharing Scheme (CISS) required.
- Well-developed interpersonal communication skills, professional qualities and attributes including empathy, non-judgment, discretion and an awareness of professional boundaries in responding to client enquiries and access to services.
- Sound level of computer word processing skills and data management. Accurate record keeping, together with an ability to work with confidential material.
- Willingness to work within the ethos and framework of Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services.
- 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.
- Willingness to promote the cultural safety of children from Aboriginal and CALD backgrounds and any child with a disability.
- 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.

POSITION REQUIREMENTS:

- To participate in staff meetings, supervision and other meetings as deemed appropriate by direct line manager.
- To collect and accurately record relevant data.
- Demonstrated ability to plan, prioritise and time manage.
- Demonstrated ability to work independently as well as collaboratively.
- Excellent communication and interpersonal skills.
- Build working relationships within the MDC and external partners.
- Well-developed writing skills.
- Other duties as required.

GENERIC:

- Abide by Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services Policies and Procedures as varied from time to time.
- Participate in Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services Performance Appraisal Program 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 Services 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 legislation applicable to the role, clients and Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services.

OTHER RELEVANT INFORMATION

Pre-Existing Injury

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 INTAKE AND ASSESSMENT / CASE MANAGER:

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

Applications close: 5pm Wednesday 12th August 2020.