



## MALLEE SEXUAL ASSAULT UNIT INC. POSITION DESCRIPTION

**TITLE:** CASE MANAGER – FAMILY VIOLENCE REFUGE PROGRAM

**DATE:** February 2021

**AWARD:** Social, Community, Home Care and Disability Services Award 2010  
**REPORTS TO:** Team Leader - Family Violence Refuge Program  
**POSITION TYPE:** Full-Time/Varied weekdays/weekends/overnights, travel may be required

If you have a passion for working with those committed to the prevention and early intervention of sexual assault and domestic/family violence, then this role is for you. This is an exciting career opportunity for an experienced case manager seeking to specialise in a developing sector with strategic leadership across the Mallee, a very exciting time.

This position is based at the MSAU-MDVS Refuge, which is a purpose-built crisis refuge facility providing 24/7 support and independent accommodation for family violence victim/survivors and their children. This position will also work with clients of the service accommodated at other settings and also at times work out of the main services offices. Working with clients, within a case management framework, for a period of up to 6 weeks (varies), the position provides a crisis response which includes the provision of information, advocacy, referral and support to clients escaping family violence.

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 (the Orange Door).

#### **POSITION OBJECTIVES:**

- To provide direct casework support and advocacy for victim/survivors of family violence accommodated by the service at variety of sites/settings as directed.
- To provide crisis intake, counselling, support/information, advocacy and assistance to all accommodated clients of the service in crisis situations and/or requiring follow-up support/referral.
- To work as part of a team ensuring the provision of a safe and supportive environment in which clients make their own decisions and choices.
- To provide crisis assessment, referral and support to family violence victim/survivors and their children escaping family violence who are homeless or at risk of homelessness.
- Liaise closely with the services home site case management/counselling programs for timely referrals that support the case management plans for clients exiting accommodation and seeking ongoing support.
- To identify presenting housing and support needs of clients.
- To work towards, in conjunction with the client, sustainable long-term housing.
- Develop and maintain knowledge of appropriate resources and accommodation options.
- Undertake 'duty work' functions which includes 'front of house' duties (coordinating intake/exits of residents, receiving incoming calls, responding to residents questions, may at times assist with cleaning tasks), monitoring and maintaining records of people on site and participating in risk assessment meetings. Duty work is undertaken in a case work practice context.
- Varied hours of work within a 24-hour roster which requires shifts as directed that may include weekdays/weekends and overnights.
- Develop, plan and supervise the implementation of educational and/or developmental programs for clients.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Maintain all necessary administrative systems as required for the efficient operation of the service, including financial, statistical and client files and databases.
- To facilitate access to other services and resources and advocate on behalf of service users when requested.
- To work in line with information sharing legislation provisions and other legal requirements.
- To adhere to the Code of Ethics for Professional Conduct.
- Other duties as required.

#### **KEY SELECTION CRITERIA**

##### **Essential for the Performance of the Position**

- A commitment to Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services Vision and Mission Statements.
- A commitment to the Purpose of Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services.
- Relevant tertiary qualifications highly desirable, and/or if Diploma qualified to have previous case management and intake/counselling experience required as well as commitment to further education.
- A knowledge and understanding of sexual assault and domestic violence issues and effects.
- Well-developed knowledge of housing/homelessness issues relating to family violence and the social and political context of homelessness.

- Crisis Intervention / Counselling skills.
- Knowledge of principles, practice and implementation of Case Management frameworks including co-case management.
- 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
- To be willing to promote the cultural safety of children from Aboriginal and CALD backgrounds and any child with a disability.
- Demonstrated understanding of a client's right to access the service regardless of their country of birth, language, culture, race or religion, sex, sexual orientation, gender identity, or disability.
- An ability to communicate and liaise effectively with fellow team members and other local and state-wide agencies and services.
- Current drivers licence.
- Current and clear Victorian and NSW Working with Children's Check.
- Current and clear National Criminal Records checks.
- Referee Checks (two nominated referees including your supervisor if you are currently working).

#### Desirable

- Senior First Aid (Level 2)

#### **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 POSITION OF CASE MANAGER – FAMILY VIOLENCE REFUGE PROGRAM**

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 two 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;

Applications close: Friday 26th February 2021

#### **The Interview Panel**

[info@msau-mdvs.org.au](mailto:info@msau-mdvs.org.au)