



CASUAL CASE MANAGER FDV POSITION DESCRIPTION

Job title	Case Worker
Salary	Level 3 PP2 or negotiable depending on qualifications and experience
Location	Mildura
Department	Refuge
Report to:	Manager Intake and Assessment
Responsible for	Social, Community, Home Care and Disability Services Award 2010 (to be negotiated)
Job Summary	<p>We are seeking an experienced casual Case Manager's to join our Mallee Sexual Assault Unit- Mallee Domestic Violence Services in the prevention of sexual and domestic/family violence. You will be responsible for 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.</p>
Duties	<ul style="list-style-type: none"> • 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.



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	<ul style="list-style-type: none"> • 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.
Responsibilities	<ul style="list-style-type: none"> • excellent communication skills, written and verbal. • a friendly, approachable disposition • high level interpersonal skills, connecting with people with ease and sensitivity. • a collaborative and personable approach in your practice and manner • a high degree of flexibility with a positive outlook • an ability to thrive in an innovative working environment and work with ambiguity. • ability to demonstrate a high level of initiative and contribute meaningful ideas to a new service. • ability to embrace complexity and can think strategically. • Ability to work as part of a team or autonomously. • demonstrate experience delivering goal-orientated case management to young people and their families/carers, specifically targeting clients with high vulnerability and mental health issues. • demonstrate experience connecting with outreach services including schools, recreational and leisure facilities, and support within the home or young person's living arrangements. • have experience working in collaboration with other services to ensure integrated care for the young person. • have knowledge and understanding of the Mallee community health sector.
Key Selection Criteria	<ul style="list-style-type: none"> • Minimum Diploma Community Services or willingness to obtain a Bachelor of Social Services • Demonstrates and understanding of legislation. • Working With Children's Check NSW & VIC • National Police Check • 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. • 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. • Senior First Aid (Level 2) desirable • Flexible working hours including weekends