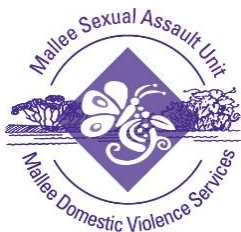




POSITION DESCRIPTION

Job title	Refuge Support Worker/ Case Manager
Location	Refuge
Report to	Manager Intake and Assessment
Award	SCHADS
Position classification	Casual
Job Summary	<p>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 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. Shifts include weekdays, weeknights, and weekends.</p>
Duties	<ul style="list-style-type: none"> • 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.



POSITION DESCRIPTION

	<ul style="list-style-type: none">• To work in line with information sharing legislation provisions and other legal requirements.• To adhere to the Code of Ethics for Professional Conduct.• Adhere to organisation policies and procedures
Key Selection Criteria	<ul style="list-style-type: none">• Bachelor in Social Services or equivalent• WWCC Vic• WWCC NSW• Current drivers' licence• National Police Check• COVID 19 vaccination Status