



SUPPORT WORKER - COUNSELLOR ADVOCATE POSITION DESCRIPTION

Job title	SUPPORT WORKER - COUNSELLOR ADVOCATE Family Violence Services
Salary	Level 3 (negotiable depending on qualifications and experience)
Location	Mildura
Department	Family Violence Services
Report to	Team Leader – Family Violence Services
Award	Social, Community, Home Care and Disability Services Award 2010 (to be negotiated)
Job Summary	As a Family Violence Advocate Case Manager, you will work collaboratively and holistically to provide risk assessment and safety planning; emotional support; undertake needs assessment and case planning; service system navigation; advocacy; psychosocial education and referrals while ensuring accurate and timely case noting and data entry into the client management system (CMS). This role will be positioned in the specialist Family Violence team.
Duties	<ul style="list-style-type: none"> • Provide high quality risk assessment and safety planning using a collaborative approach and the Multi- Agency Risk Assessment and Management Framework (MARAM). • Ability to undertake and coordinate effective high quality case management for victim/survivors in accordance with MARAM and relevant practice guidelines, including goal direct care plans and exit planning. • Engage with victim survivors to identify, assess, develop and implement effective interventions and referrals, for themselves and where relevant their children/families. • Provide holistic evidence- based interventions and referrals with victim survivors and their families which reflect their need/s whilst aiming for self- determination, building of resilience and enhanced quality of life. • Facilitate and support access to resources. • Ensure client case notes/records and data collection requirements are recorded electronically in IRIS and SHIP and adhere to organisational policy and procedures with respect to timeliness, quality standards, privacy and confidentiality. • Provide guidance and encouragement to clients to achieve agreed to goals as detailed in their case plan. • Encourage positive relationships and support networks through role modelling. • Educate, encourage and support clients to engage with internal and external support services. • Support clients to identify short and long-term goals through effective case planning. • Establish and maintain collaborative and supportive relationships with clients, service providers, other team members and the local community through demonstrating respect, empathy and the skills to work with differences in culture and customs. • Provide therapeutic services to children, young people and adults who have experienced Family Violence, and their family members or carers. • Ability to undertake and coordinate effective high quality, case management for Family Violence victim/survivors in accordance with MARAM and relevant practice guidelines including goal directed care plans and exit planning,



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	<ul style="list-style-type: none"> • Engage with victim survivors, to provide advocacy, identify, assess, develop, and implement effective support, and referrals, for themselves, and where relevant their supportive family members/carers. • Participate and deliver effective work processes to ensure the delivery of program throughput, outputs, and KPI's. • Utilise principals of recovery orientated practice, support and assist clients to develop skills. • Provide counselling, guidance and encouragement to clients to achieve agreed to goals as detailed in their action plan. • Encourage positive relationships and support networks through active referrals and integration with other services and community groups. • Provide holistic evidence-based interventions and referrals, with victim survivors and their families, which reflect their need/s whilst aiming for self-determination, build resilience and enhanced quality of life. • Engage with victim survivors, to provide advocacy, identify, assess, develop, and implement effective support, and referrals, for themselves, and where relevant their supportive family members/carers. • Support clients to identify short and long-term goals through effective case planning. • Possibly provide therapeutic services to children and young people who engage in problematic or abusive sexualised behaviours, and their families, including comprehensive assessment to facilitate treatment and intervention. The undertaking of this role is negotiated as determined by skill set, professional development and expertise of individual employees. • Establish and maintain collaborative and supportive relationships with clients, service providers, other team members and the local community through demonstrating respect, empathy, and the willingness to understand differences in culture and customs. • Assist in the delivery of community education and professional training to raise awareness of Family Violence and family violence as appropriate.
<p>Responsibilities</p>	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • High level interpersonal skills, and ability to connect with people and build trusting therapeutic relationships. • 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 and 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.



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	<ul style="list-style-type: none"> • Demonstrate experience connecting with other services including schools, recreational and leisure facilities, and support within the home or young person's living arrangements. • Experience working in collaboration with other services to ensure integrated care for the young person. • Knowledge and understanding of the Mallee community health sector. • Adhere to company policies and procedures.
Key Selection Criteria	<ul style="list-style-type: none"> • Minimum Diploma of Community Services and experience practicing in Family Violence, Family Violence, or equivalent field (willingness to undertake further study to meet Rec 209 standards if required). • High level understanding of relevant legislation. • Demonstrated ability to work as part of a team or autonomously. • Working With Children's Check NSW & VIC • National Police Check • Meet mandatory COVID 19 vaccination requirements as per MSAU-MDVS policy
Salary Packaging	<ul style="list-style-type: none"> • Generous salary packaging available upon application