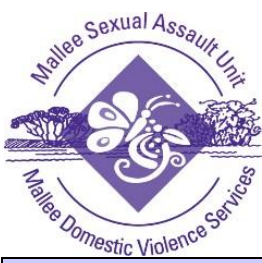




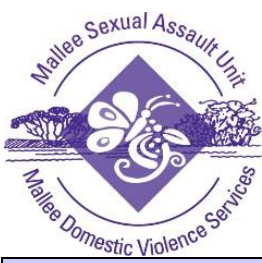
POSITION DESCRIPTION

Job title	Case Managers
Location	Mildura
Report to	Northern Mallee Client Services Manager
Award	Social, Community, Home Care and Disability Services Award 2010 Level 4
Hours	Full Time FTE
Hours per week	40 hours
Purpose	<p>Sexual Assault and Family Violence services are an essential part of the community services sector. Funded by the Department of Fairness, Families and Housing (DFFH), these services are provided free and are available to all victims and survivors of sexual and family violence.</p> <p>The Mallee Sexual Assault Unit (MSAU) and Mallee Domestic Violence Services (MDVS) all victims and survivors of sexual and family violence throughout the Northern and Southern Mallee region, border communities of New South Wales, the Mallee Track and Shires of Gannawarra and Buloke.</p> <p>Our agency has been delivering these services in the community for over thirty years.</p> <p>The services we provide include:</p> <ul style="list-style-type: none"> • a recently built Core and Cluster refuge service with several single unit properties in the community • family violence case management services to victims and survivors • sexual assault case management services to victims and survivors • therapeutic services for victim survivors of both family violence and sexual assault • 24 hour family violence and sexual assault crisis service • partner of the Mallee Orange Door • outreach offices in Swan Hill • Swan Hill Orange Door access point • RAMP Coordination for the region • FSP Coordination for the region • PSI coordination for the region • Child Protection partnership program
Position Objectives	<ul style="list-style-type: none"> • 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



POSITION DESCRIPTION

	<p>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> <ul style="list-style-type: none"> • Support the Team Leader to co-ordinate the delivery of a high-quality program that provides genuine and positive outcomes for clients. • To work collaboratively with partnership agencies and program leaders to ensure the service and quality standards are in accordance with our service agreements, organisational policies and accepted standards of practice
Key responsibilities	<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. • 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.



POSITION DESCRIPTION

	<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.
Desirable	<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 Bachelor of Social Services or equivalent • Demonstrates and understanding of legislation. • 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



POSITION DESCRIPTION

Why work with us?

Salary and conditions are in accordance with Social , Community, Home care and Disability Services Industry Award (SCHADS) 2010. Salary packaging and Remote Housing incentive is offered with this position.

Monthly RDO accrual for full time employees based on their 40-hour working week.

Great orientation and training package

Conditions of Employment

All offers of employment are subject to a satisfactory Criminal Check, Working with Children's Check NSW & Victoria, current driver's license and Covid vaccination proof of evidence

All offers of employment with Mallee Sexual Assault Unit, Mallee Domestic Violence Services are subject to a six-month probationary period. All staff members will be asked to participate in an annual performance review.

Pre-Existing Injury disclosure prior to employment will be required for all existing medical, health and physical injuries/conditions.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____