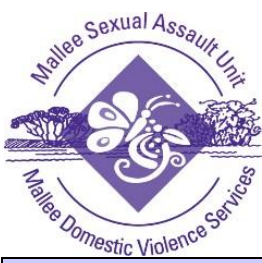




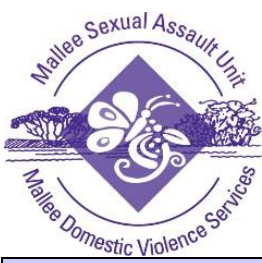
POSITION DESCRIPTION

Job title	Team Leader – Case Management Services – Swan Hill
Location	Swan Hill
Report to	Northern Client Services Manager
Award	Social, Community, Home Care and Disability Services Award 2010 Level 7 (to be negotiated) OR HPSS Award
Hours	(1 x FTE) Full time
Hours per week	40 hours
Purpose	<p>Our Values -Respect, Integrity, Collaboration, Care, Accountability, Innovation</p> <p>Our vision - Safety for all</p> <p>Sexual Assault and Domestic Violence services are an essential part of the primary health care system funded by government. These services are provided free and are available to all victims and survivors.</p> <p>The Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services provides services to Victims /survivors and significant others of sexual assault and domestic / family violence. The components of the service consist of crisis care, counselling services, advocacy, community education, outreach support, information and referral services. The service is non-discriminatory, providing equity of access to all victims / survivors and significant others of sexual assault and domestic / family violence. 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 women and children • sexual assault case management services to women and children • 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



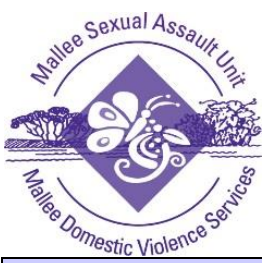
POSITION DESCRIPTION

	<ul style="list-style-type: none"> • Child Protection partnership program
<p>Position Objectives</p>	<ul style="list-style-type: none"> • The team leader will work closely with the Northern Client Services Manager to ensure all service delivery and development is of a high quality and in line with the principles of continuous quality improvement and meets best practice, legislative and QIP guidelines. • Integral to the role is assessing risk, identifying needs of clients, crisis response and referral pathways, this requires collaboration with services to identify risk and threats to safety of victim survivors for ongoing risk management • Provide effective leadership to staff delivering services to victims of family violence • To be of a team that strives to eliminate violence towards women and children • Oversight of the delivery of high quality and timely services to children and adult victim survivors • This role will work closely with the service delivery with the Orange Door and case management teams and ensure the seamless delivery of services to all clients accessing these services. • Collaborating with other services to deliver therapeutic and other relevant services where appropriate
<p>Key responsibilities</p>	<ul style="list-style-type: none"> • Ensure that there is sufficient staff coverage to deliver effective services to clients requiring case management support • Work closely with the Team Leaders – Emergency Accommodation and Afterhours Services to ensure there is sufficient staff coverage to deliver the regional afterhours services to the Mallee area • To work closely with teams based in Swan Hill and Mildura so some travel will be required • Provide supervision to staff, lead, and facilitate regular team meetings • Provide training and professional development to staff • Effectively performance manage staff where appropriate • Be part of ongoing growth and development of staff through the PDP systems • Adopt a strengths-based approach to the work. • Model and establish strong collaboration within and across teams at MDVS - MASU • Monitor and support the delivery of high-quality services to a vulnerable client group – victims of family and sexual violence • Review caseloads, including case plans and client records to ensure staff are practising to best practice standards and internal audit compliance and advise the Programs Manager of service delivery gaps and solutions • Set up systems that advance the delivery of high-quality services to the community • Embed family violence and sexual assault state- wide reform initiatives • Ensure that services are accessible, appropriate, and flexible to the client needs



POSITION DESCRIPTION

	<ul style="list-style-type: none"> • Develop, implement, and coordinate systems that support high quality, inclusive and flexible service delivery including intake, assessment, client engagement, case plan, intervention, review, and referral or case closure. • Develop and implement effective work processes to ensure the delivery of high-quality program throughputs, outputs, and KPI's. • Encourage positive relationships within the case management team through role modelling and mentorship. • Educate, encourage, and support staff to engage in learning and development and support systems that prevent vicarious trauma. • Work closely with Northern Client Services Manager to identify skills gaps and embed learning and development strategies to upskill all staff to adequately prepare them for practice. • To facilitate access to other services and resources and advocate on behalf of clients when requested • Adhere to strict data collection and file management systems with attention to detail • Building effective and collaborative working relationships with key stakeholders
<p>Key attributes</p>	<ul style="list-style-type: none"> • Respectful • Calm and exercising good judgement • Strengths based, open to new ideas, flexible and solution focussed • Excellent communication skills – both verbal and written
<p>Key selection criteria (please respond to this in your application)</p>	<ul style="list-style-type: none"> • Experience in managing teams in the community services context • Understanding the nature of crisis work • Previous experience in client service delivery as a case manager, counsellor or other practitioner • Experience in clinical supervision and mentoring of staff • Experience in policy development and embedding systems • High level understanding of legislation and practice standards including MARAM risk assessment framework • Demonstrated ability to work as part of a team or autonomously. • Demonstrates an understanding of: <ul style="list-style-type: none"> ○ The challenges of engaging victim survivors, and families to address safety and well-being concerns. ○ The gendered nature of family violence and violence against women and children and the distinctions between violence experienced and perpetrated by men and women. ○ The health, psychological, developmental, social and economic impacts of family violence on victim survivors including children, young people, families and the broader community. ○ The cumulative and traumatic impacts of family violence on women and children victim survivors and the impacts on the parent-child relationship.



POSITION DESCRIPTION

	<ul style="list-style-type: none"> ○ The different manifestations and impacts of family violence on diverse individuals, groups and communities. ○ The unique status and experience of Aboriginal communities as First Nations people.
<p>Key Selection Criteria</p>	<ul style="list-style-type: none"> • Minimum of 5 years' experience in case management/ case work • Tertiary or Diploma qualifications in a relevant field • Minimum 2 years' experience leading a team. • Demonstrated ability to lead and develop high performing teams with experience in overseeing multiple team members and their workloads • Experience in working with CALD and Aboriginal Torres Strait Islander communities and families • Highly developed casework and case management skills and knowledge of, and experience in the delivery of strengths-based framework. • Demonstrated experience in establishing, leading, and maintaining partnerships with the community and stakeholders. • Demonstrated experience and knowledge in quality improvement processes, management, and accreditation • Ability to work flexibly within a changing environment • Excellent written and verbal communication skills. • Knowledge and understanding of Work Health and Safety. • Current Criminal History Check • Current NSW working with children's check. • Current NSW driver's license • Covid-19 Vaccination



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

Ongoing training and development opportunities.

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: _____