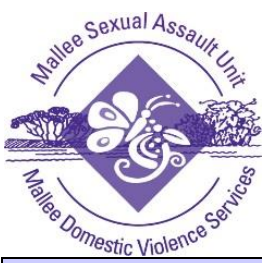


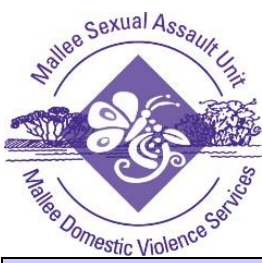
## POSITION DESCRIPTION

Job title	Crisis Response Case Manager
Location	Mildura
Report to	Client Services Manager
Award	Social, Community, Home Care and Disability Services Award 2010 Level 4 (negotiable)
Hours	1 FTE
Hours per week	40 hours shift work 24/7 period
Purpose	<p><b>Our Values</b> -Respect, Integrity, Collaboration, Care, Accountability, Innovation</p> <p><b>Our vision</b> - 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"> <li>• a recently built Core and Cluster refuge service with several single unit properties in the community</li> <li>• family violence case management services to women and children</li> <li>• sexual assault case management services to women and children</li> <li>• therapeutic services for victim survivors of both family violence and sexual assault</li> <li>• 24-hour family violence and sexual assault crisis service</li> <li>• partner of the Mallee Orange Door</li> <li>• outreach offices in Swan Hill</li> <li>• Swan Hill Orange Door access point</li> <li>• RAMP Coordination for the region</li> <li>• FSP Coordination for the region</li> <li>• PSI coordination for the region</li> </ul>



## POSITION DESCRIPTION

	<ul style="list-style-type: none"> <li>• Child Protection partnership program</li> </ul>
<p><b>Position Objectives</b></p>	<p>We are seeking an experienced Crisis Case Manager's to join our Mallee Sexual Assault Unit- Mallee Domestic Violence Services in the prevention of sexual and domestic/family violence. Working in a purpose-built facility you are required to be available to cover shifts 24/7. 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>
<p><b>Key responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Deliver a high quality, inclusive and flexible service delivery including client engagement, case planning, interventions, review, and referral or case closure.</li> <li>• 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</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• To identify presenting housing and support needs of clients.</li> <li>• To work towards, in conjunction with the client, sustainable long-term housing.</li> <li>• Develop and maintain knowledge of appropriate resources and accommodation options.</li> <li>• Undertake 'duty work' functions which includes 'front of house' duties (coordinating intake/exits of clients, receiving incoming calls, responding to clients' 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.</li> <li>• Varied hours of work within a 24-hour roster which requires shifts as directed that may include weekdays/weekends and overnights.</li> </ul>



## POSITION DESCRIPTION

	<ul style="list-style-type: none"> <li>• Ensure that all documentation is accurate and completed in a professional and timely manner.</li> <li>• Maintain all necessary administrative systems as required for the efficient operation of the service, including financial, statistical and client files and databases.</li> <li>• To facilitate access to other services and resources and advocate on behalf of service users when requested</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• excellent communication skills, written and verbal.</li> <li>• a friendly, approachable disposition</li> <li>• high level interpersonal skills, connecting with people with ease and sensitivity.</li> <li>• a collaborative and personable approach in your practice and manner</li> <li>• a high degree of flexibility with a positive outlook</li> <li>• an ability to thrive in an innovative working environment and work with ambiguity.</li> <li>• ability to demonstrate a high level of initiative and contribute meaningful ideas to a new service.</li> <li>• ability to embrace complexity and can think strategically.</li> <li>• Ability to work as part of a team or autonomously.</li> <li>• demonstrate experience delivering goal-orientated case management to young people and their families/carers, specifically targeting clients with high vulnerability and mental health issues.</li> <li>• demonstrate experience connecting with outreach services including schools, recreational and leisure facilities, and support within the home or young person’s living arrangements.</li> <li>• 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.</li> <li>• Well-developed knowledge of housing/homelessness issues relating to family violence and the social and political context of homelessness.</li> </ul>
Key Selection Criteria	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications highly desirable, and/or if Diploma qualified to have previous case management and intake/counselling experience required as well as commitment to further education.</li> <li>• Clear Victorian and N.S.W Working with Children’s Check</li> <li>• National Police Check.</li> <li>• Current Driver’s License.</li> <li>• Mandatory COVID vaccination status</li> <li>• First Aid Certificate or willingness to obtain.</li> </ul>



## 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: \_\_\_\_\_