



POSITION DESCRIPTION

Position: Executive Manager, Client Services

Mallee Sexual Assault Unit – Mallee Domestic Violence Service (MSAU-MDVS)

Our Values: Respect, Integrity, Collaboration, Care, Accountability, Innovation

Our vision: Safety for all

Mallee 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 victim survivors.

The Mallee Sexual Assault Unit - Mallee Domestic Violence Services provides services to Victim survivors and significant others of sexual assault and domestic and or 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 victim survivors and significant others of sexual assault and domestic and or family violence.

In the Northern Mallee region, centre-based sexual assault and family violence services are provided in Mildura (24 hour response). Services are also provided flexibly and on-demand in Robinvale, Ouyen, Mallee Track, Dareton and Wentworth.

In the Southern Mallee, centre-based sexual assault and family violence services are provided in Swan Hill (24 hour response). Services are also provided flexibly and on-demand in Kerang, Cohuna, Sea Lake, Wycheproof, Balranald and other towns throughout the Buloke and Gannawarra Shire.

Our agency has been delivering these services in the community for over thirty years.

The services we provide include:

- Core and Cluster refuge service with several single unit properties in the community
- family violence case management services to victim survivors
- sexual assault case management services to victim 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
- Personal Safety Initiative Coordination for the region
- Child Protection partnership programs



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Position Title	Executive Manager, Client Services (EMCS)
Position number	
Program	Client Services
Classification and Award	SCHADS Award 2010
Salary range	Remuneration \$156,000 plus superannuation.
Location	Mildura
Employment status	Ongoing – Full-time
Hours per week	38 hours per week, with the option to work 40 hours per week with an RDO every 4 weeks.
Reporting relationship	Chief Executive Officer (CEO)
Position contact	Acting Chief Executive Officer, Glenis Beaumont on (03) 5025 5400
Closing date for applications	Midnight - Sunday, 26 November 2023 Applications to be sent to: pruem@msau-mdvs.org.au
Position Objectives	<p>The position is responsible and accountable for operational service delivery. The EMCS provides consistent high-level advice and support to the CEO on operations, and related policy, planning and strategy.</p> <p>As part of the MSAU-MDVS Executive, the EMCS is jointly accountable for leadership and progression of the MSAU-MDVS Strategic Plan.</p> <p>In conjunction with the CEO and Executive, additional responsibilities include rebuilding the reputation and profile of MSAU-MDVS and creating a safe and supportive work environment.</p>
Key responsibilities	<ol style="list-style-type: none"> 1. Lead the development, implementation, management, and monitoring of the client service programs. 2. Support the organisation to meet their legal, social, and statutory requirements. 3. Enhance collection systems to ensure data integrity and reporting requirements of funders are met. 4. Enhance service delivery through collaboration within MSAU-MDVS, and with key stakeholders & partner organisations. 5. Liaise and network with other community agencies and government bodies as an executive representative of Mallee Sexual Assault Unit - Mallee Domestic Violence Services.



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	<ol style="list-style-type: none"> 6. Actively contributes to an environment of best practice service delivery. 7. Develop and implement policies and protocols, in conjunction with the leadership team. 8. May be required to relieve the CEO and fulfil required duties of the CEO when on leave and reporting to the Committee of Management (COM) in the CEO's absence. 9. Support the growth of positive staff morale, effective teamwork, professional development and the wellbeing of a multi-disciplinary team, including the maintenance of professional standards of practice. 10. Model and establish strong collaboration within and across teams at MDVS. 11. Prepare the program budget work and maintain accountability for the program budget and implement corrective action as required. 12. Other related duties as required commensurate with the role and role responsibilities.
Key Selection Criteria	<ol style="list-style-type: none"> 1. Extensive experience in leading and managing staff in a complex community services field. 2. Demonstrated experience to problem solve, encourage, and influence change within a community based organisation. 3. Good facilitation and negotiation skills. 4. Demonstrated experience in providing clinical supervision and mentoring of staff. 5. Highly developed interpersonal and communication skills, both written and verbal. 6. Demonstrated experience in advancing external partnerships, with service providers and other stakeholders to enhance and support pathways for clients and build sector capacity. 7. Demonstrated ability to maintain confidentiality in all areas of work and responsibility.
Qualifications	Hold relevant tertiary qualifications and related experience.
Specialist expertise/experience	<ul style="list-style-type: none"> • Demonstrated experience in leading practice within complex service delivery contexts. • Solid understanding of service delivery obligations in a funded Community Service Organisation (CSO) environment.
Pre-employment checks	<p>All appointments require:</p> <ul style="list-style-type: none"> • reference checks • national Police records checks (Applicants who have lived overseas in one country for 12 months or longer in the last ten years must provide international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search) • employment history check (including misconduct or disciplinary action disclosure)



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	<ul style="list-style-type: none"> • Working with Children Check both for Victoria and New South Wales • Current Driver’s Licence
Cultural safety in the workplace	MSAU-MDVS recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how MSAU-MDVS can provide for and engage with Aboriginal people and communities more effectively
Conditions of Employment	<ul style="list-style-type: none"> • Salary and conditions are in accordance with the SCHADS AWARD 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. • All offers of employment are subject to a satisfactory Police record check, Working With Childrens Check NSW & Vic and current driver’s licence • All offers of employment 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.

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

Monthly RDO accrual for full time employees based on the option to work a 40-hour working week. Other wise the option is to work a 38 hour week with no RDO.

All offers of employment are subject to a satisfactory Police record check, employment history check (including misconduct or disciplinary action disclosure), Working with Childrens Check NSW & Vic and current driver’s licence.

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: _____