



POSITION DESCRIPTION

Position: Program Manager – The Orange Door and Crisis Response

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.

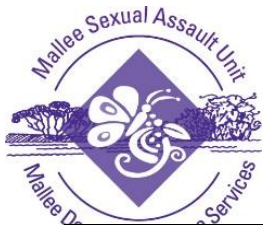
In the Northern Mallee region, centre-based sexual assault and family violence services are provided in Mildura (24 hour response). Services are also provided flexibly and on-demand in Robinvale, Ouyen, Mallee Track, Dareton and Wentworth.

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



POSITION DESCRIPTION

Position Title	Program Manager – The Orange Door and Crisis Response
Position number	
Program	Client Services
Classification and Award	Social, Community, Home Care and Disability Services Award 2010 – Level 8
Salary range	\$120,331 - \$125,066 – Pay pt 1 – Pay pt 3
Location	Mildura
Employment status	Ongoing – Full-time
Hours per week	38 hours per week with an option to work 40 hours per week with a RDO once every 4 weeks
Reporting relationship	Executive Manager, Client Services on (03) 5025 5400
Position contact	Jason Spratt, Executive Manager, Client Services
Closing date for applications	Midnight, 21 January 2024
Position Objectives	<ul style="list-style-type: none"> To provide operational leadership to a diverse, multi-disciplinary team across The Orange Door and Crisis Response. To be responsible for <ul style="list-style-type: none"> overseeing the day-to-day operations and management of The Orange door and the crisis response facility. meeting service and budgetary deliverables, and ensuring the provision of high-quality services. Provide strategic input to system and organisational improvements. Participate in external stakeholder partnerships and networks. Drive implementation of LGBTIQ and other cultural inclusion initiatives in the team as required.
Key responsibilities	<ol style="list-style-type: none"> Lead initial crisis response and oversee immediate accommodation needs to enhance safety for referred victim survivors. Manage crisis response and family violence accommodation services for existing and referred victim survivors. Provide leadership, supervision and direction to ensure a strong, cohesive and high functioning team, positive staff morale, effective teamwork,



POSITION DESCRIPTION

	<p>professional development and the wellbeing of a multi-disciplinary team, including the maintenance of professional standards of practice.</p> <ol style="list-style-type: none"> 4. Monitor and support the delivery of high quality services to a vulnerable client group –victim survivors of family and sexual violence. 5. Model and establish strong collaboration within and across teams at MDVS. 6. Participate in the development and maintenance of quality partnerships with key agencies across the Mallee. 7. Lead and support the teams to implement changes to the service delivery model. 8. Prepare the program budget work and maintain accountability for the program budget and implement corrective action as required.
Key Selection Criteria	<ol style="list-style-type: none"> 1. Extensive experience in the community services sector, and/or family violence sector, that includes managing complex case management workloads. 2. Experience in leading and managing staff in a community services field. 3. Demonstrated experience to problem solve, encourage, and influence change within a team. 4. Demonstrated experience in providing clinical supervision and mentoring of staff. 5. Knowledge of key legislative and policy frameworks and practice relevant to family violence, including but not limited to trauma informed frameworks, family violence risk assessment and management framework and child centred inclusive practice, including interpretation and conversion into operational processes. 6. Highly developed interpersonal and communication skills, both written and verbal. 7. Experience in advancing external partnerships, with service providers and other stakeholders to enhance support pathways for clients and build sector capacity. 8. Demonstrated experience and capabilities in client assessment and risk management, crisis intervention and case management. 9. Demonstrated capacity to apply theoretical frameworks to practice. 10. Demonstrated ability to maintain accurate and confidential case notes.
Family Violence Minimum Mandatory Qualifications under Recommendation 209	<p>As per the minimum mandatory qualifications requirements via https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners:</p> <p>All candidates wishing to apply for this role must be able to demonstrate that they:</p> <ol style="list-style-type: none"> 1. are considered EXEMPT under the policy OR 2. hold a Bachelor of Social Work or other equivalent qualification OR



POSITION DESCRIPTION

	<p>3. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements. OR</p> <p>4. hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways.</p> <p>Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy).</p> <p>If you believe these pathways may apply to you and would like more information, please don't hesitate to contact Jason Spratt, Executive Manager, Client Services on (03) 5025 5400 to discuss this further.</p>
Specialist expertise/experience	<ul style="list-style-type: none"> • Extensive knowledge of the drivers, causes and responses to family violence, as well as an understanding of the broader community services sector. • Demonstrated experience in leading practice within complex service delivery contexts, particularly in leading multi-disciplinary and multi-agency models of service provision.
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) • Working with Children Check both for Victoria and New South Wales • Current Driver's Licence



POSITION DESCRIPTION

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. • 38 hours per week with an option to work 40 hours per week with a RDO once every 4 weeks • 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.

Optional monthly RDO accrual for full time employees based on a 40-hour working week.

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: _____