



POSITION DESCRIPTION

Mallee Sexual Assault Unit – Mallee Domestic Violence Service

Position: Case Manager Refuge

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 provided, are 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 sexual 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 available and provided in Mildura (24-hour response). Services are also available and 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 available in Swan Hill (24-hour response). Services are also available and 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.

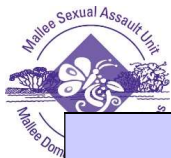
The services we provide include:

- Core and Cluster refuge service with multiple, 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



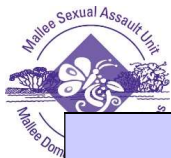
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Position Title	Case Manager Refuge
Position number	
Program	Client Services
Classification and Award	Social, Community, Home Care and Disability Services Award 2010 Crisis assistance and supported housing sector Crisis accommodation Employee Level 3
Salary range	\$49.28 - \$51.51/hr plus Penalty Rates, Shift allowances & Superannuation
Location	Mildura VIC
Employment status	Part time, 40 hours per fortnight (minimum)
Hours per week	Varied hours of work within a 24-hour roster which requires shifts as directed that may include weekdays/weekends and overnights.
Reporting Manager	Team Leader – The Wattle Refuge
Other Key Relationships	Program Manager – Crisis Response and Orange Door
Position Objectives	<p>This position is based at the MSAU-MDVS Refuge, a purpose-built crisis refuge facility providing 24/7 support and independent accommodation for family violence victim survivors and their children.</p> <p>This position will work with victim survivors accommodated at the Refuge or other settings and at times work out of the main office. Working with victim survivors within a case management framework, the position provides a crisis response which includes the provision of information, advocacy, referral, and support to clients escaping family violence.</p>
Key responsibilities	<ul style="list-style-type: none"> • Provide direct casework, support, and advocacy for victim survivors of family violence accommodated by the service. • 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. • Work as part of a team ensuring the provision of a safe and supportive environment in which clients make their own decisions and choices. • Provide crisis assessment, referral and support to 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 and counselling programs for timely referrals that support the case management plans for clients exiting accommodation and seeking ongoing support.



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	<ul style="list-style-type: none"> • Identify presenting housing and support needs of clients and work towards, in conjunction with the client, sustainable long-term housing. • Develop and maintain knowledge of appropriate resources and accommodation options. • 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. • Develop, plan, and supervise the implementation of educational and/or developmental programs for clients. • Facilitate access to other services and resources and advocate on behalf of service users when requested. • Work in line with information sharing legislation provisions and other legal requirements. • Maintain all necessary administrative processes and systems for the efficient operation of the service, including financial, statistical and client files and databases and ensure that all documentation is accurate and completed in a professional and timely manner.
Key Selection Criteria	<ol style="list-style-type: none"> 1. A knowledge and understanding of family violence and sexual violence and its impact on victim survivors and their families. 2. Knowledge of housing/homelessness issues relating to family violence and the social and political context of homelessness. 3. Crisis Intervention and counselling skills. 4. Experience using risk assessment and risk management frameworks. 5. Sound understanding of Child Safe Standards. 6. Demonstrated sound understanding of the Children's, Youth and Families Act 2005 7. Ability to promote the cultural safety of children from Aboriginal and CALD backgrounds and any child with a disability. 8. Understanding of a client's right to access the service regardless of their country of birth, language, culture, race or religion, sex, sexual orientation, gender identity, or disability. 9. Excellent written and verbal communication skills
Family Violence Minimum Mandatory Qualifications under Recommendation 209	<p>As per the minimum mandatory qualification's 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 3. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements. OR 4. hold significant cultural knowledge and experience or lived experience and have faced barriers to educational pathways. <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</p>



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	<p>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"> • A good understanding of relevant legislation.
Pre-employment checks	<p>All appointments require:</p> <ul style="list-style-type: none"> • reference checks • national criminal records check (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) • pre-employment misconduct screening • Working with Children Check both for Victoria and New South Wales • Current Driver's Licence
Cultural safety in the workplace	<p>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 Mallee Sexual Assault Unit, Mallee Domestic Violence Services can provide for and engage with Indigenous clients and communities more effectively.</p>
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 Criminal Check, Working-With-Childrens Check NSW & Vic, 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 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: _____