



## POSITION DESCRIPTION

### **Mallee Sexual Assault Unit – Mallee Domestic Violence Service**

**Position: Team Leader Family Violence Connection Services (Case Management and Regional Services) Swan Hill**

**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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<b>Position Title</b>	<b>Team Leader Family Violence Connection Services</b>
<b>Position number</b>	
<b>Program</b>	<b>Client Services – Family Violence Connection Services</b>
<b>Classification and Award</b>	Social, Community, Home Care and Disability Services Award 2010 Level 7
<b>Salary range</b>	\$115,065.08 - \$119,871.96 + Superannuation
<b>Location</b>	Swan Hill
<b>Employment status</b>	Ongoing - Full time
<b>Hours per week</b>	40 hours, predominately during business hours, with availability for the organisation's oncall roster after hours
<b>Reporting Manager</b>	Program Manager – Family Violence Connection Services
<b>Other Key Relationships</b>	Organisation Team Leaders across Mildura and Swan Hill sites
<b>Position Objectives</b>	<p>This position is based at MSAU-MDVS, McCallum Street office. This position will involve the direct supervision of staff in Case Management.</p> <p>This role will involve the responsibility of allocations, supporting case managers to adequately service plan for all allocated clients, advocacy, referral for clients who are at risk or are experiencing family violence, upholding partnerships agreements, safety audits and funding applications in line with program requirements.</p> <p>This role will work closely with the service delivery with the Orange Door and ensure the seamless delivery of services to all clients accessing these services. The Team Leader will work closely with the Program Manager – Family Violence Connection Services, to ensure all service delivery and development is of a high standard and in line with the principles of continuous quality improvement and meets best practice, legislative and contemporary practice 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.</p>
<b>Key responsibilities</b>	<ol style="list-style-type: none"> <li>1. 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.</li> <li>2. Providing leadership, guidance and oversight to case workers to engage with individuals, their families and health/community services to deliver integrated 'evidence based' client-directed and meaningful services to all clients.</li> <li>3. Develop and implement effective work processes to ensure the delivery of high-quality program throughputs, outputs, and KPI's.</li> </ol>



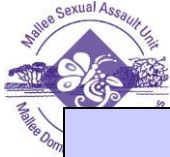
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	<ol style="list-style-type: none"> <li>4. Educate all case managers in principals of person-centred recovery orientated practice, support and assistance for clients and their families.</li> <li>5. Provide effective and individualised supervision to all case managers and crisis response staff to ensure everyone is supported.</li> <li>6. Encourage positive relationships within the case management team through role modelling and mentorship.</li> <li>7. Educate, encourage, and support staff to engage in learning and development and support systems that prevent vicarious trauma.</li> <li>8. Work closely with the Program Manager – Family Violence Connection Services, to identify skill gaps and embed learning and development strategies to upskill all staff to adequately prepare them for practice.</li> <li>9. Review caseloads, including case plans and client records to ensure staff are practicing to best practice standards and internal audit compliance and advise the Program Manager – Family Violence Connection Services, of service delivery gaps and solutions.</li> <li>10. To facilitate access to other services and resources and advocate on behalf of clients when requested.</li> <li>11. Adhere to strict data collection and file management systems with attention to detail.</li> <li>12. Oversee funding and the coordination of applications aligning with guideline requirements and delivery of service</li> <li>13. Building effective and collaborative working relationships with key stakeholders</li> <li>14. Participate in the organisations on call roster</li> </ol>
<b>Key Selection Criteria</b>	<ol style="list-style-type: none"> <li>1. High level understanding of legislation and practice standards.</li> <li>2. Demonstrated ability to work as part of a team or autonomously.</li> <li>3. Demonstrates an understanding of:               <ul style="list-style-type: none"> <li>- The challenges of engaging victim survivors, and families to address safety and wellbeing concerns.</li> <li>- The gendered nature of family violence and violence against women and children and the distinctions between violence experienced and perpetrated by men and women.</li> <li>- The health, psychological, development, social and economic impacts of family violence on victim survivors including children, young people, families and the broader community.</li> <li>- The cumulative and traumatic impacts of family violence on women and children victim survivors, and the impacts on the parent-child relationship.</li> <li>- The different manifestations and impacts of family violence on diverse individuals, groups and communities.</li> <li>- The unique status and experience of Aboriginal communities as First Nations Peoples.</li> </ul> </li> <li>4. Significant previous relevant experience in the field and a tertiary level qualification.</li> <li>5. Experience leading teams, including change management, meeting team performance goals, recruitment and selection, performance management, coaching and development of staff.</li> </ol>



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	<ol style="list-style-type: none"> <li>6. Proven ability to provide advice and direction regarding complex matters, including crisis support, comprehensive risk assessment and safety planning.</li> <li>7. High level of collaboration and stakeholder engagement skills.</li> <li>8. High level of communication and interpersonal skills.</li> <li>9. Proven resilience and the ability to prioritise competing demands.</li> <li>10. Experience in implementing and leading people through change.</li> <li>11. Commitment to a learning culture and continuous quality improvement.</li> <li>12. Competency in key components of Microsoft Office applications combined with the ability to learn and adapt to new information technology systems.</li> </ol>
<p><b>Family Violence Minimum Mandatory Qualifications under Recommendation 209</b></p>	<p>As per the minimum mandatory qualifications requirements via <a href="https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners">https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners</a>:</p> <p>All candidates wishing to apply for this role must be able to demonstrate that they:</p> <ol style="list-style-type: none"> <li>1. are considered EXEMPT under the policy OR</li> <li>2. hold a Bachelor of Social Work or other equivalent qualification OR</li> <li>3. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements. OR</li> <li>4. hold significant cultural knowledge and experience or lived experience and have faced barriers to educational pathways.</li> </ol> <p><b>Please note</b> 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 Kristy Cox, Program Manager – Family Violence Connection Program on (03) 5021 2130 to discuss this further.</p>
<p><b>Specialist expertise/experience</b></p>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the Mallee health and community services sectors.</li> <li>• A good understanding of relevant legislation.</li> </ul>
<p><b>Pre-employment checks</b></p>	<p>All appointments require:</p> <ul style="list-style-type: none"> <li>• reference checks</li> <li>• 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)</li> <li>• pre-employment misconduct screening</li> <li>• Working with Children Check both for Victoria and New South Wales</li> <li>• Current Driver's License</li> </ul>
<p><b>Cultural safety in the workplace</b></p>	<p>Mallee Sexual Assault Unit, Mallee Domestic Violence Services 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>
<p><b>Conditions of Employment</b></p>	<p>Salary and conditions are in accordance the SCHADS AWARD 2010. Salary packaging and Remote Housing incentive is offered with this position.</p>



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	<p>Monthly RDO accrual for full time employees based on their 40-hour working week.</p> <p>All offers of employment are subject to a satisfactory Criminal Check, Working-With-Childrens Check NSW &amp; Vic, current driver's license and Covid vaccination proof of evidence.</p> <p>All offers of employment with MSAU-MDVS are subject to a six-month probationary period. All staff members will participate in an annual performance review.</p> <p>Pre-existing Injury disclosure prior to employment will be required for all existing medical, health and physical injuries/conditions.</p>
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### Acceptance of Position Description requirements

To be signed upon appointment

#### Employee

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_