



Team Leader – Family Violence Connection Services (Case Management and Access & Engagement)

The Opportunity

We have exciting new opportunity for another Family Violence Connection Services Team Leader to join our dedicated Not-For-Profit organisation.

This new position will operate within our Client Services - Family Violence Connection Services and report directly to the Program Manager – Family Violence Connection Services.

The **Team Leader - Family Violence Connection Services (Case Management and Access & Engagement)** will involve the direct supervision of staff in Case Management Team 2 and the Access & Engagement Team.

About the Role

Working alongside the other Team Leader, this position will be responsible for 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 partnership agreements, safety audits and funding applications in line with program requirements.

These roles 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 Leaders 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 accessing risk, identifying needs of clients, crisis response and referral pathways, requiring collaboration with services to identify risk and threats to safety of victim survivors for ongoing risk management.

What we offer

- \$115,065.08 - \$119,871.96 + Superannuation
- Salary Packaging of \$26,550 pa of Remote Living & Entertainment Exp
- Professional development and training opportunities
- Employee Assistance and Wellbeing Programs
- A passionate and supportive Team environment
- Equal Opportunity and Rainbow Tick Accredited employer

Key responsibilities for this role include:

- Develop, implement, and coordinate systems that support high quality, inclusive and flexibly service delivery including intake, assessment, client engagement, case plan, intervention, review and referral or case closure.
- 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.
- Develop and implement effective work processes to ensure the delivery of high-quality program through puts, outputs and KPIs.
- Educate all case managers in principals of person-centred recovery orientated practice, support and assistance for clients and their families.
- Provide effective and individualised supervision to all case managers and crisis response staff to ensure everyone is supported.
- Encourage positive relationships within the case management team through role modelling and mentorship.
- Educate, encourage, and support staff to engage in learning and development and support systems that prevent vicarious trauma.
- 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.
- 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.
- To facilitate access to other services and resources and advocate on behalf of clients when requested.
- Adhere to strict data collection and file management systems with attention to detail.
- Oversee funding and the coordination of applications aligning with guideline requirements and delivery of service.
- Building effective and collaborative working relationship with key stakeholders
- Participate in the organisations on call roster.

About you

Your specialist expertise and experience should include:

1. Bachelor or Social Work or the equivalent (Minimum of a Diploma in Community Service and are prepared to upskill to meet Req 209)
2. High level of understanding of legislation and practice standards.
3. Demonstrated ability to work as part of a team and autonomously.

4. Demonstrates an understanding of
 - The challenges of engaging victim survivors, and families to address safety and wellbeing concerns.
 - The gendered nature of family violence and violence against women and children and the distinctions between violence experienced and perpetrated by men and women.
 - The health, Psychological, development, social and economic impacts of family violence on victim survivors including children, young people, families and the broader community.
 - The cumulative and traumatic impacts of family violence on women and children victim survivors, and the impacts on the parent-child relationship.
 - The different manifestations and impacts of family violence on diverse individuals, groups and communities.
 - The unique status and experience of Aboriginal communities as First Nations Peoples.
5. Significant previous relevant experience in the field.
6. Experience in leading teams, including change management, meeting team performance goals, recruitment and selection, performance management, coaching and development of staff.
7. Proven ability to provide advice and direction regarding complex matters, including crisis support, comprehensive risk assessment and safety planning.
8. High level of communication and interpersonal skills.
9. Proven resilience and the ability to prioritise competing demands.
10. Experience in implementing and leading people through change.
11. Commitment to a learning culture and continuous quality improvement.
12. Competency in key components of Microsoft Office applications combined with the ability to learn and adapt to new information technology systems.

About us

The Mallee Sexual Assault Unit (MSAU) and Mallee Domestic Violence Services (MDVS) provides services for women, men and children throughout the Northern and Southern Mallee region, border communities of New South Wales, the Mallee Track and Shires of Gannawarra and Buloke. Our services are free and available to all victim survivors.

We have a strong commitment to a workplace culture that is collaborative, provides work-life flexibility and encourages opportunities for growth and development. We take pride in providing a supportive workplace with great career opportunities for our employees.

How to Apply

All applicants must have the right to work in Australia, be willing and able to obtain a Working with Children Check for both VIC & NSW, a National Police Check and hold a current Driver's Licence.

For enquiries, please contact **Kristy Cox**, Program Manager – Family Violence Connection Program on **(03) 5021 2130** or via email **careers@msau-mdvs.org.au**.

To obtain a detailed Position Description, please visit our website **<https://msau-mdvs.org.au/employment>**.

Applications close at 12 midnight Sunday 23rd March 2025