



Case Manager – Family Violence (Swan Hill)

The Opportunity

We have an exciting opportunity for a motivated and passionate Case Manager to join our dedicated Not-For-Profit organisation in Swan Hill.

Operating within the Family Violence team, this role is primarily responsible for the provision of professional services and support to people who have experienced family violence.

About the Role

Working directly with victim survivors of family violence you will provide case management services including client engagement, intake and assessment, case planning, intervention, review and case closure.

What we offer

- Competitive Salary starting at \$100,776 pa + Superannuation
- Generous Salary Packaging inc Living Expenses & Remote Area Benefit as well as the Entertainment Benefit to maximise your take home pay.
- 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:

- Deliver high quality, inclusive and flexible case management services including client engagement, intake and assessment, case planning, intervention, review, and case closure to victim survivor of family violence.
- Undertake and coordinate effective high quality, case management for family violence victim survivors in accordance with MARAM and relevant practice guidelines.
- Engage with victim survivors, their families and health/community services to deliver integrated 'evidence based' victim-directed and meaningful service to all people.

- Participate and deliver effective work processes to ensure the delivery of program throughput, outputs, and KPI's.
- Utilise principals of recovery orientated practice, support and assist clients to develop skills.
- Encourage positive relationships and support networks through role modelling.
- Educate, encourage, and support victim survivors to engage with internal and external support services.
- Support victim survivors to identify short and long-term goals through effective case planning.
- Provide guidance and encouragement to victim survivors to achieve agreed goals as detailed in their action plan.
- Establish and maintain collaborative and supportive relationships with clients, service providers, other team members and the local community through demonstrating respect, empathy, and the willingness to understand differences in culture and customs.

About you

You will bring your experience in delivering goal-orientated case management, specifically targeting clients with high vulnerability and/or mental health issues.

You are experienced in providing holistic evidence-based interventions and referrals which reflect your clients' needs, whilst aiming for self-determination, building resilience, and enhancing their quality of life.

Your specialist expertise and experience should include:

- Tertiary qualifications in Social Work or the equivalent (min Diploma of Community Service).
- High level of interpersonal skills, and the ability to connect and build trusting therapeutic relationships.
- Excellent written and verbal communication skills.
- Ability to thrive in an innovative working environment, and work with ambiguity.
- Ability to work as part of a team and autonomously.
- Experience working in collaboration with other services to ensure integrated care for the victim survivor.

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 at MSAU-MDVS on **(03) 5021 2130** or via email **careers@msau-mdvs.org.au**.

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

Applications close at 12.00 midnight Sunday 3rd August 2025