



Mallee Sexual Assault Unit – Mallee Domestic Violence Services

POSITION DESCRIPTION: Case Support Worker

Our Values:	Our values reflect the way we interact, connect and work with clients, partner agencies and with one another. • We put your safety and wellbeing at the centre of everything we do. • We respect the dignity and autonomy of each person. • We are trustworthy, ethical and transparent. • We advocate and act with courage to address inequity and shape a better future. • We communicate and collaborate to achieve shared goals. • We learn, innovate and embrace change to achieve outcomes that matter.
Our vision:	Futures free from sexual and family violence.
About us:	Mallee Sexual Assault Unit (MSAU) and Mallee Domestic Violence Service (MDVS) is a not-for-profit community organisation that provides family, domestic and sexual violence services and advocacy to support everyone in the Mallee region to be safe. Funded primarily by the Victorian Department of Families, Fairness and Housing, we deliver a range of programs focused on prevention, safety, connection and healing. Our programs span from crisis care to therapeutic services providing specialist support for victim survivors of sexual or family violence from first contact through to recovery. We are committed to: • Ensuring victim survivors of family violence are safe and those who use violence are held accountable. • Welcoming and supporting people of all backgrounds, ethnicities, cultures, ages, gender identities, sexual orientations, and abilities. • Recognising children as victim survivors of family violence in their own right, and being a child safe organisation • Providing seamless integration of care between providers to ensure best possible outcomes and experience for clients • Providing specialist care that is trauma informed, strengths based, and evidence informed The Mallee Sexual Assault Unit - Mallee Domestic Violence Services provides services to victim survivors 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.



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Position Title	Case Support Worker
Position number	
Program	Family Violence Connection Services
Classification and Award	Social, Community, Home Care and Disability Services Award 2010 –Level 3
Salary range	\$76,372.40 - \$81,905.20 per annum
Location	Mildura
Employment status	Fixed Term – Full time 12mth Contract subject to funding
Hours per week	38 hrs per week <i>with an option to work</i> 40 hrs per week with an RDO once every 4 weeks
Reporting Manager	Team Leader – Family Violence Connection Services
Other Key Relationships	Refuge, Therapeutic and Sexual Assault Team
Position Objectives	The role of the Case Support Worker is to undertake a range of tasks that directly support programs within MSAU-MDVS to provide client centred support to adult and child victim survivors of family and sexual violence. The role includes maintaining accurate client files, coordinating referrals, arranging supports, working alongside case managers to support direct client work functions, as well as independent support to clients across various sites. The Case Support Worker position is a key point of coordination within the team to ensure clients receive timely access to support and resources.
Key responsibilities	Client Support: • Support timely response to clients by receiving incoming referrals/allocations and creating client files on SHIP and or IRIS • Assist Case Managers to complete referrals, brokerage and housing application, Flexible Support Packages (FSP) applications and other administrative tasks as required • Working independently and alongside case managers to support clients in crisis who are in need of accommodation, arranging transport, accommodation, material aide and other tasks as required • Working independently and alongside case managers to support clients in crisis who are accessing refuge, arranging transports and material aide other tasks as required • Assist to prepare and the upkeep of refuge accommodation for clients • Other duties include engaging with children while parents meet with Case Managers or other service providers, accompanying clients to appointments, and transporting clients including children when required.



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	Data, Reporting and Privacy: • Create client files on SHIP, maintain accurate client records that are accurate and confidential. • Accurately record the documentation of referrals, brokerage and housing applications and other administrative tasks completed on behalf of clients • Ensure collection of client information is in line with consent and legislative requirements Family Violence Information Sharing Scheme (FVISS) and Child Information Scheme (CISS) Stakeholder engagement: • Develop collaborative working relationships with internal and external stakeholders • To promote a welcoming and safe environment for clients, including children and young people whom you encounter as part of the role.
Key Selection Criteria	• A foundational understanding of the drivers, dynamics and impacts of family violence • The ability to manage competing priorities in a busy team environment while maintaining attention to detail and accuracy • Strong organisational and administrative skills, including proficiency in record-keeping, data entry, and document preparation. • Effective communication skills to liaise with clients, internal teams and external stakeholders professionally and sensitively • Demonstrated capacity or the ability to quickly learn and work with a range of databases and case management systems • Knowledge of the SHIP and IRIS database is desirable but not required
Pre-employment checks	All appointments require: • 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 • Evidence of the Right to Work in Australia.
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 Mallee Sexual Assault Unit, Mallee Domestic Violence Services can provide for and engage with Indigenous clients and communities more effectively.



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	MSAU-MDVS also recognises and supports the role of all staff in providing a culturally safe work environment and ensuring culturally safe professional practice.
Conditions of Employment	Salary and conditions are in accordance the SCHADS AWARD 2010. Salary Packaging of Capped Living Expenses, Meals, Entertainment & Accommodation & Venue Hire Benefits, Remote Areas Benefits and Novated Leasing 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 History Check, Working with Children's 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: _____