



Case Manager – Refuge

The Opportunity

We have a opportunity for a motivated and passionate professional to join our dedicated Not-For-Profit organisation.

Operating within the Crisis Response & The Orange Door Team and reporting directly to the Team Leader - Refuge, this critical role is instrumental to providing support to victim survivors of family violence.

About the Role

In this role you will work directly with victim survivors and their children within a case management framework, providing information, advocacy and referrals from our purpose-built crisis refuge.

This role would suit someone that can work as part of a 24hr service, which may include weekday, weekend and/or overnight shifts to support families.

What we offer

- Starting at **\$51.00/hr** plus penalty rates and shift allowances
- Generous Salary Packaging of Living and Entertainment Expenses 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:

- 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 families accommodated at the service in crisis situations and/or as requiring follow up supports and referrals.

- Provide 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.
- Support the case management plans of clients exiting accommodation who are seeking ongoing support with referrals for further case management and counselling programs.
- Identify presenting housing and support needs of clients and work towards sustainable long term housing in conjunction with clients.
- Coordinate intake and exits of residents, including responding to queries, monitoring, maintaining records of those onsite, participation in risk assessment meeting and you may at times assist with cleaning tasks.
- Be involved in developing, planning and/or supervision of educational and/or developmental programs.
- Advocate on the behalf of families and facilitate access to other services and resources when requested.
- Maintain all necessary administrative processes and systems for the efficient operation of the service inc financial, statistical and client files and databases.

About you

You are a self-motivated, diligent individual who is able to action tasks independently and has the ability to work positively in a team.

Your specialist expertise and experience should include:

- Bachelor or Social Work or the equivalent (Minimum of a Diploma in Community Service)
- A knowledge and understanding of family violence and sexual violence and its impact on victim survivors and their families.
- Knowledge of housing/homelessness issues relating to family violence and the social and political context of homelessness.
- Crisis Intervention and counselling skills.
- Experience using risk assessment and risk management frameworks.
- Demonstrated sound understanding of Child Safe Standards.
- Demonstrated sound understanding of the Children's, Youth and Families Act 2005
- Ability to promote the cultural safety of children from Aboriginal and CALD backgrounds and any child with a disability.
- 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.
- Excellent written and verbal communication skills

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 **Peta Reid**, Program Manager Crisis Response & The Orange Door on **(03) 5025 5400** or via email **careers@msau-mdvs.org.au**.

All applications are to address the Key Selection Criteria. For a detailed Position Description, please visit our website **<https://msau-mdvs.org.au/employment>**.

Applications close at 12 midnight Sunday 24th May 2026