



Mallee Sexual Assault Unit – Mallee Domestic Violence Services

POSITION DESCRIPTION: Case Manager - Refuge

<p>Our Values:</p>	<p>Our values reflect the way we interact, connect and work with clients, partner agencies and with one another.</p> <ul style="list-style-type: none"> • 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.
<p>Our vision:</p>	<p>Futures free from sexual and family violence.</p>
<p>About us:</p>	<p>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.</p> <p>We are committed to:</p> <ul style="list-style-type: none"> • 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 <p>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.</p> <p>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.</p> <p>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.</p>



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Position Title	Case Manager - Refuge
Position number	
Program	Client Services
Classification and Award	Social, Community, Home Care and Disability Services Award 2010 Crisis Assistance and Supported Housing Sector Crisis Accommodation Employee – Level 3
Salary range	\$51.00 - \$53.31 per hour (Plus Shift and Penalty Rates)
Location	Mildura / The Wattle
Employment status	Full time - Ongoing
Hours per week	Varied hours of work within a 24-hour roster which requires shifts as directed that may include weekdays, weekends and overnights.
Reporting Manager	Team Leader – The Wattle
Other Key Relationships	
Position Objectives	<p>This position is based at the MSAU-MDVS Refuge, a purpose-built crisis refuge facility providing 24/7 support and independent accommodation for family violence victim survivors and their children.</p> <p>This position will work with victim survivors accommodated at the Refuge or other settings and at times work out of the main office. Working with victim survivors within a case management framework, the position provides a crisis response which includes the provision of information, advocacy, referral, and support to clients escaping family violence.</p>
Key responsibilities	<ul style="list-style-type: none"> • 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 accommodated clients of the service in crisis situations and/or requiring follow-up support/referral. • Work as part of a team ensuring the provision of 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. • Liaise closely with the services home site case management and counselling programs for timely referrals that support the case



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	<p>management plans for clients exiting accommodation and seeking ongoing support.</p> <ul style="list-style-type: none"> • Identify presenting housing and support needs of clients and work towards, in conjunction with the client, sustainable long-term housing. • Develop and maintain knowledge of appropriate resources and accommodation options. • Coordinating intake/exits of residents, receiving incoming calls, responding to residents' questions, may at times assist with cleaning tasks, monitoring, and maintaining records of people on site and participating in risk assessment meetings. • Develop, plan, and supervise the implementation of educational and/or developmental programs for clients. • Facilitate access to other services and resources and advocate on behalf of service users when requested. • Work in line with information sharing legislation provisions and other legal requirements. • Maintain all necessary administrative processes and systems for the efficient operation of the service, including financial, statistical and client files and databases and ensure that all documentation is accurate and completed in a professional and timely manner.
<p>Key Selection Criteria</p>	<ol style="list-style-type: none"> 1. A knowledge and understanding of family violence and sexual violence and its impact on people and their families. 2. Well-developed knowledge of housing/homelessness issues relating to family violence and the social and political context of homelessness. 3. Crisis Intervention and counselling skills. 4. Understanding and experience using risk assessment and risk management frameworks. 5. Demonstrated sound understanding of Child Safe Standards. 6. Demonstrated sound understanding of the Children's, Youth and Families Act 2005 7. Ability to promote the cultural safety of children from Aboriginal and CALD backgrounds and any child with a disability. 8. Demonstrated 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. 9. Ability to communicate and liaise effectively with fellow team members and other local and state-wide agencies and services.
<p>Family Violence Minimum Mandatory Qualifications under Recommendation 209</p>	<p>As per the minimum mandatory qualifications requirements via https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners:</p> <p>All candidates wishing to apply for this role must be able to demonstrate that they:</p>



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	<ol style="list-style-type: none"> 1. are considered EXEMPT under the policy OR 2. hold a Bachelor of Social Work or other equivalent qualification OR 3. have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements. OR 4. hold significant cultural knowledge and experience or lived experience and have faced barriers to educational pathways. <p>Please note 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 Jason Spratt, Executive Manager, Client Services on (03) 5025 5400 to discuss this further.</p>
<p>Specialist expertise/experience</p>	<ul style="list-style-type: none"> • A good understanding of relevant legislation.
<p>Pre-employment checks</p>	<p>All appointments require:</p> <ul style="list-style-type: none"> • 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.
<p>Cultural safety in the workplace</p>	<p>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.</p> <p>MSAU-MDVS also recognises and supports the role of all staff in providing a culturally safe work environment and ensuring culturally safe professional practice.</p>
<p>Conditions of Employment</p>	<p>Salary and conditions are in accordance the SCHADS AWARD 2010.</p> <p>Salary Packaging is offered with this position.</p> <p>Monthly RDO accrual for full time employees based on their 40-hour working week.</p>



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	<p>All offers of employment are subject to a satisfactory Criminal History Check, Working with Children's Check NSW & Vic and current Driver's Licence.</p> <p>All offers of employment with Mallee Sexual Assault Unit - Mallee Domestic Violence Services are subject to a six-month probationary period.</p> <p>All staff members will be asked to 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: _____