



Mallee Sexual Assault Unit – Mallee Domestic Violence Services

POSITION DESCRIPTION: Case Manager – Family Violence

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 Manager – Family Violence
Position number	
Program	Family Violence Connection Services
Classification and Award	Social, Community, Home Care and Disability Services Award 2010 – Level 5
Salary range	\$105,577.68 - \$110,359.60 per annum
Location	Mildura
Employment status	Full time
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 <i>with the availability for the organisations on call roster after hours</i>
Reporting Manager	Team Leader – Family Violence Connection Services
Other Key Relationships	
Position Objectives	The position will provide effective, safe, and professional services and support to people who have experienced family and sexual violence.
Key responsibilities	• 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.



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	• 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.
Key Selection Criteria	• Demonstrated experience delivering goal-orientated case management to victim survivors of family violence and/or sexual assault, specifically targeting clients with high vulnerability and mental health issues. • Provide holistic evidence-based interventions and referrals, with victim survivors and their families, which reflect their need/s whilst aiming for self-determination, build resilience and enhanced quality of life. • High level interpersonal skills, and ability to connect with people 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.
Family Violence Minimum Mandatory Qualifications under Recommendation 209	As per the minimum mandatory qualifications requirements via https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners: All candidates wishing to apply for this role must be able to demonstrate that they: 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. 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). 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.



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Specialist expertise/experience	• Knowledge and understanding of the Mallee health and community services sectors. • A good understanding of relevant legislation
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. 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 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: _____



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Signature: _____

Date: _____