

Case Support Worker – Family Violence

The Opportunity

We have an exciting opportunity for a motivated and passionate Case Support Worker to join our dedicated Not-For-Profit organisation on a Full-time basis for an 11mth fixed term contract.

Operating within the Family Violence Connection Services team, this role is primarily responsible for supporting our programs and Case Managers that provide client centred support to victim survivors of family violence.

About the Role

You will be working directly with adults and children who are victim survivors of family violence. Supporting our professional team of Case Managers in maintaining accurate client files, coordinating referrals, arranging supports and directly supporting our clients across our various sites.

You will utilise you coordination skills to ensure our clients receive timely access to supports and resources.

What we offer

- Competitive Salary starting at **$80,008.24 + 12% Super**
- Generous Salary Packaging to maximise your take home pay
- Opportunity to accrue RDO's for an additional 13 days leave per year
- Private Health Insurance Discounts
- 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:

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 by 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.

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.

About you

Your specialist expertise and experience should include:

- A foundational understanding of the drivers, dynamics and impacts of family violence.
- The ability to manage competing priorities in a busy team environment, whilst 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.

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 Connection Services **(03) 5021 2130 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 midday Friday the 20th November 2026