

Position Description

Support Worker

Position Summary

Position	Support Worker
Department	Service Delivery
Reporting to	Team Leader
Classification	SCHADS Level 4 Plus superannuation and access to salary packaging
Status	Part/Full time/casual rostered worker - agreed working hours including sleepover shifts, evening, weekends, and public holidays
Probation	6 months
Key relationships	Internal: CEO, Director of Services, Refuge Manager, Corporate Services Staff, Service Delivery Staff including Support Workers at other sites

About Refuge Victoria

Refuge Victoria is an independent not-for-profit organisation that has grown to become one of the largest providers of specialist family violence refuge accommodation in Victoria. We support people at serious risk due to family violence, providing refuge and crisis accommodation, safety planning and management, and support to build a safer and better life.

Refuge Victoria operates three refuge facilities and 15 crisis properties, and our partnerships with community housing associations provide nomination rights to a further 35 transitional homes. We employ staff across two main refuge sites in Melbourne's east and one site in the Melbourne's west, as well as our corporate office. We are funded by the Department of Families, Fairness and Housing (DFFH) and the generous support of donors.

Our Vision

For people escaping family violence to live safe and free.

Our Values

Compassionate

We care deeply about the work we do and who we do it for.

Empowering

We empower people to become more confident and make informed decisions.

Collaborative

By working together and sharing knowledge, we continue to strengthen our culture and outcomes.

Integrity

We are respectful and transparent and will always hold ourselves to account.

Committed

We are committed to providing the best care and outcomes for our clients through continuous improvement of our services.

Our Model

The Refuge Victoria model is premised on a “wraparound” process of service delivery. Refuge Victoria assesses and monitors family violence risk and provides intensive, holistic and individualised care planning and case management. Our staff work alongside survivors of family violence to develop plans to support problem solving, coping skills and self-efficacy. Refuge Victoria’s exit planning is essential to our service as our clients are with us for an average of six weeks.

The Refuge Victoria philosophy of care begins with the principle of “voice and choice” where self-determination and the perspective and views of the family, including that of the child or young person. The wraparound approach places the individual and family at the centre and builds a support team around them to drive change, in conjunction with our partner agencies. A strength-based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of family violence. Services are individualised, flexible, community based and culturally competent.

The Role

Working as part of a dynamic team the family violence support worker assists the work of Refuge Victoria Case Managers and Children and Young People’s Practitioners to implement goals and meet needs identified in client plans. The support worker has the primary responsibility to assist in the co-ordination and delivery of practical supports and linking to community resources for Refuge Victoria clients. The role involves lone working out of hours and triaging client needs and incidents, escalating where required.

The role supports the day to day operation of the refuge sites including property readiness for clients, cleaning, laundry, sorting, ordering of supplies, managing queries and general support tasks as directed by Team Leader or Refuge Manager.

Key Accountabilities

Core Responsibilities	Indicators of Success
General Duties	
<ul style="list-style-type: none"> • Participate in roster including weekdays, sleepover shifts, weekends, and public holidays. • Prioritise attendance at all internal meetings, when on shift 	<ul style="list-style-type: none"> • Working hours reflect a variety of shifts including at least one weekday evening shift per roster as required.
Core Responsibilities	Indicators of Success
Client Support	
<ul style="list-style-type: none"> • Completing comprehensive intake and induction to clients on arrival • Assist with the coordination and access to a range of community services and supports to meet needs identified in client case plans. • General practical and emotional support to clients • Provide information/liaise to assist with safety. • Client transport to appointments • Orientation of clients to local area/services • Update and maintain client information books and other relevant client support material in each crisis property. • Undertaking risk assessment and risk management for all clients in program and escalating risk issues to staff/ Refuge Manager • Make referrals and advocate for client's access to services in line with the case plan. 	<ul style="list-style-type: none"> • All clients are actively engaged with on every shift (unless the case plan states to the contrary) • Children in service are supported in line with their case plan and child safe standards. • All records and documents completed and uploaded to client files as appropriate and required. • Clients report satisfaction with service via feedback and evaluation forms. • Client's access required services and appointments in accordance with their case plan. • Evidence that client work is strengths based, client centered, and trauma informed. • Evidence that care understanding, and professional practice is provided to all clients regardless of presentation. • Client engagement is undertaken in a non-judgmental manner. • Client work is undertaken with a clear understanding of individual client risk level, safety planning and where additional significant risk is observed the issues are escalated to the team leader, manager or on call backup.
Core Responsibilities	Indicators of Success
Site Operation	
<ul style="list-style-type: none"> • Preparation of accommodation for new clients • General cleaning, laundry, sorting of donations. • Reporting of maintenance issues • Support with stock management and ordering of office/ pantry supplies. • Undertake responsibility for cyclical vehicle maintenance and service. • Prepare invoices and petty cash reports for management approval 	<ul style="list-style-type: none"> • Refuge units and properties are ready for new clients within 24 hours of being vacated by previous clients • Tickits are raised where required. • CIMS are reported within program guidelines. • All expenditure for the month is reconciled within timeframe. • Potential OHS hazards are identified and resolved

Core Responsibilities	Indicators of Success
Compliance and Program Development	
<ul style="list-style-type: none"> Legislative compliance (including but not limited to Child Safety Standards, Human Services Standards, Privacy and Data Protection) Sound understanding of and adherence to Refuge Victoria Policies and Procedures Contribute knowledge in establishing new work-related tasks and procedures. Participate and contribute to organisational continuous improvement process 	<ul style="list-style-type: none"> Internal and external audits demonstrate full compliance with relevant legislation and requirements. Ability to work autonomously in line with Refuge Victoria Policies and Procedures within established worksite directions and case plans. Providing feedback when requested above potential new work-related tasks and procedures
Core Responsibilities	Indicators of Success
Teamwork and Culture	
<ul style="list-style-type: none"> Liaising with team members to prioritise tasks. Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures. Role model respectful and professional behavior always including displaying initiative, honesty, fairness, transparency, and accountability in line with Refuge Victoria values 	<ul style="list-style-type: none"> Personal responsibility is evident for team cohesion in holding clients and colleagues in high positive regard. Evidence of participation in team meetings and other forums including professional development and client activities in a positive, constructive and optimistic frame. Evidence that all interactions with staff and clients are consistent with Refuge Victoria values.
Other Duties	
<ul style="list-style-type: none"> Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers. Abide by Refuge Victoria Code of Conduct 	

Key Selection Criteria/ Position Requirements

Qualifications	Essential <ul style="list-style-type: none"> Experience working in the Family Violence sector. Diploma in Community Services or equivalent Working towards a Bachelor of Social Work or other equivalent qualification as per mandatory minimum education requirements.
Previous Experience	Desirable <ul style="list-style-type: none"> Case or support work experience with skills in working with families, mental health, disability or alcohol and drug issues. Experience in delivery of services responding to women and children experiencing Family Violence Knowledge of the MARAM (Multi Agency Risk Assessment and Management Framework)
Required Knowledge & Skills	Essential <ul style="list-style-type: none"> Demonstrated commitment to Refuge Victoria Values and to working with this client group.

	<ul style="list-style-type: none"> • Highly developed organisational skills and ability to prioritise competing demands. • Adapting and escalating where appropriate when unanticipated issues arise. • Awareness of statutory requirements relevant to work • Good communication and written skills including use of Microsoft and other ICT systems. • Problem solving capabilities evidenced by seeking relevant information, seeking different perspectives, identifying, and progressing workable solutions • Proven ability to function as lone worker out of hours and as part of a team.
Personal Attributes & Values	<ul style="list-style-type: none"> • Self manages and able to identify self-care strategies. • Self-motivated to seek out information, supports and resources. • Commitment to the mission and values of Refuge Victoria • An awareness and commitment to confidentiality

Our Commitment to Child Safety

Refuge Victoria is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at RV has a role to play in keeping children and young people safe and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

Our Commitment to Health, Safety and Wellbeing

Refuge Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All Refuge Victoria employees are required to:

- Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including Tickit entry) and actively participate in hazard elimination where required.
- Contribute to, and be involved in, the organisation’s ongoing management of health and safety activities including consultation.
- Foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.
- Participate in relevant health and safety training and inductions based on roles and responsibilities.
- Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors.

Immunisation

You are required to maintain appropriate levels of immunisation in accordance with Refuge Victoria workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors.

Our Commitment to Inclusion

Refuge Victoria strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:

- Aboriginal and Torres Strait Islander
- LGBTQI+
- People with disabilities
- People from diverse cultural and linguistic backgrounds
- People of all ages
- People with caring responsibilities
- People with diverse religious beliefs or affiliations.

All Refuge Victoria employees, contractors and volunteers are required to:

- Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager
- Participate and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of managers are to:

- Identify and develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies and procedures
- Identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- Collaborate around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group and RAP Committee
- Participate in the development and implementation of inclusion events and strategies
- Role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

Employment Screening and Required Documents

Refuge Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- An Australian Criminal History Check
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last 10 years
- a Current Employee Working with Children Check
- Full Victorian Drivers Licence
- Proof of COVID vaccinations.

Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.

Employee Position Declaration

I have read and understood the requirements and expectations of the above position description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the key accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

Employee Name:	Signature:	Date: