

Full Time | SCHADS Level 8 + Super + Salary Packaging | Inner East Melbourne | ADO

About Refuge Victoria

Refuge Victoria is a leading not-for-profit specialist family violence organisation providing refuge and crisis accommodation to women and children escaping family violence. With a proud history of over 40 years, we are Victoria's largest provider of crisis accommodation, operating three core and cluster refuges, 15 refuge properties, and holding nomination rights to 35 transitional houses.

We are committed to a strengths-based approach that centres the voices of women and children. Our services are inclusive and culturally safe, and we are dedicated to continuous learning and improving outcomes for those who need us most.

The Opportunity

The Practice and Quality Lead is a key member of the Service Delivery Management team responsible for coordinating, and undertaking quality, evaluation, and program development activities across Refuge Victoria initiatives to inform improved organisational decision-making, service delivery and service impacts/outcomes.

The Practice and Quality Lead will lead effective management of service quality, risks and compliance within Refuge Victoria, ensuring the highest standards of care, safety and service. This role involves the development, implementation and oversight of Refuge Victoria's quality and risk management framework and strategies including establishing policies that support best practices across all services. The Practice and Quality Lead will guide the team in delivering consistent, high-quality support, promoting continuous improvement through audits, evaluations, and the development of practice guidelines. This role entails managing the referral and risk assessments for the entire organisation ensuring alignment with the Victorian Family Violence Refuge eligibility and prioritisation framework and Refuge Victoria's policies.

In addition, the position will act as a 'floating' Manager to fill in for refuge managers when they are on leave or offline. At this time, you will support the Refuge Manager by assuming their delegations and will be responsible for coordinating the delivery of a 24-hour service providing crisis accommodation and case management for people experiencing family violence.

Reporting to the Director of Services you'll be responsible for:

Key Responsibilities

- Oversee service quality, compliance, and risk management across the organisation.
- Lead program design, evaluation, and continuous improvement activities that strengthen service outcomes.
- Drive the consistent application of best practice frameworks, including MARAM, the Empowerment Star, and Refuge Victoria's Practice Framework.
- Manage organisational referrals and risk assessments, ensuring timely, safe, and equitable access to refuge services.
- Provide expert consultation and guidance to staff, building confidence and capability in trauma-informed, evidence-based, and culturally safe practice.
- Prepare high-quality reports for leadership, committees, and the Board to support effective governance and decision-making.
- Lead accreditation and registration processes under the new Victorian Social Services Standards.
- Act as a 'floating' Refuge Manager when required, providing leadership to refuge teams and ensuring the delivery of 24-hour crisis accommodation and case management services.

About You

As a small and passionate team, we're looking for someone with a can-do attitude and enjoys being part of a collaborative, client focused environment. As an experienced leader in the specialist family violence or community services sector, with strong knowledge of quality frameworks, compliance requirements, and evidence-based practice, you bring:

You will bring (key selection criteria):

- A tertiary qualification in Social Work, Psychology or related discipline at degree level is essential.
- Demonstrated expertise in service quality, risk management, and program evaluation.
- Strong knowledge of family violence practice frameworks, including MARAM, the Empowerment Star, and trauma-informed practice.
- Proven ability to lead audits, evaluations, and continuous improvement initiatives.
- Excellent skills in stakeholder engagement, reporting, and governance processes.
- Experience providing specialist consultation, coaching, or practice leadership to staff.
- Experience in a specialist / senior practitioner role would be highly regarded.
- Capacity to manage referrals, risk assessments, and service access within family violence frameworks.
- Flexibility to step into operational management of refuge sites when needed.

What's on Offer

- Salary at SCHADS Level 8 (\$129k annual), plus superannuation
- Up to \$15,900 salary packaging +\$2,650 meals and entertainment
- Optional Accrued Days Off (ADO)
- Ongoing professional development and training opportunities
- Modern Offices - Inner east Melbourne suburbs
- Monthly supervision
- Access to Employee Assistance Program (EAP)

Other Requirements

- Current Employee Working with Children Check and Police Check
- Compliance with Refuge Victoria's Immunisation policy
- Commitment to Refuge Victoria's values, child safety standards, and inclusion policies.

Join Us

At Refuge Victoria, we celebrate diversity and are committed to creating an inclusive workplace for all. We strongly encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ communities, people with a disability, and those with lived experience of family violence.

To apply, please submit:

- A cover letter addressing the key selection criteria
- Your resume outlining relevant experience

For further information please email hr@refugevictoria.org.au