

## Position Description

<b>Client Services Project Officer</b>	
<b>Authorisation:</b> Client Services Manager	<b>Date:</b> 22/6/26
<b>Position summary:</b> The Client Services Project Officer is responsible for supporting leadership and staff in implementing Courage Collective’s new Client Service Model, Outcomes Measurement Framework, and Lived Experience Framework.	
<b>Duration</b>	To 30 June 2027
<b>Classification</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) Level 5
<b>Location</b>	Hybrid role, required to work across all Courage Collective sites as needed. Northeast/Northwest Melbourne locations disclosed when appointment is made.
<b>Screening and external authorisation requirements</b>	Working With Children Check National Police Check International Police Check (if applicable) Evidence of right to work in Australia
<b>Reports to</b>	Client Services Manager
<b>Working relationships</b>	Line manager and Client Services leadership team Case Managers, Support Workers, internal specialist roles Business Services team Maintain relevant external networks to support project development and client outcomes

### About Courage Collective

Courage Collective Family Violence Services has provided family violence support to adults, children, and young people for over 50 years. We deliver supported accommodation, client support, and crisis brokerage to victim-survivors of family violence. As part of Victoria’s 24/7 family violence crisis response system, we provide immediate access to safe accommodation, intensive case management,

and tailored therapeutic programs. Our services support adults, young people, and children to achieve safety, stability, and recovery from family violence.

### **Our Vision**

People, communities, and cultures thriving beyond violence.

### **Our Purpose**

To create pathways to safety and healing for victim-survivors of family violence through inclusive services, unwavering advocacy, and transformative support.

### **Our Values**

**Empowering:** We cultivate a culture that empowers our team to support victim-survivors in building safer, healthier, more fulfilling lives.

**Courageous:** We confront the complex challenges of family violence together. Our strength lies in our shared commitment to creating meaningful change in the lives of victim-survivors.

**Collaborative:** We collaborate to create a better future for victim-survivors. We do this by working closely with victim-survivors, stakeholders, and the broader community.

**Innovative:** We explore creative solutions that advance our vision, learn from others to strengthen our systems, processes and skills, and adopt innovative and evidence-based approaches to deliver our work more efficiently and effectively.

### **Our Enablers**

**Lived experience:** We partner with victim-survivors and survivor advocates through consultation and co-design, ensuring our services, spaces, and systems are shaped around their needs.

**A trauma-informed approach:** Guided by evidence-based frameworks and best practice approaches, we provide support that promotes healing, resilience, and personal growth, ensuring our services are trauma-informed, compassionate, and effective.

**Intersectional feminism:** We recognise that family violence is rooted in gender inequity and reinforced by intersecting systems of oppression. Guided by an intersectional feminist approach, we work to dismantle the structural and systemic barriers that perpetuate all forms of gendered violence.

## Purpose of the position

In 2025, Courage Collective developed a Client Service Model that elevates the voice of the victim-survivor, recognises children and young people as clients, and strengthens our therapeutic program. We are now seeking a Project Officer to support the implementation of this model.

Working closely with the Client Services leadership team, the Project Officer will develop a plan that supports staff and clients. They will be responsible for the development of tools and resources including policies, procedures, training materials (e.g. webinars, infographics and tip sheets), and a practice manual that ensures consistent, best-practice implementation.

The Project Officer will implement recommendations from consultations with Client Services leadership, program staff, and other key internal and external stakeholders. They will support service providers to review their progress with implementation, troubleshoot issues, and provide guidance. The Project Officer will also develop and embed an evaluation framework to obtain feedback from victim-survivors engaged with Courage Collective, measure the impact of the Service Model, and make recommendations for future service improvements.

Courage Collective has also developed an Outcomes Measurement Framework. The Project Officer will be responsible for its successful implementation and analysis, making recommendations to ensure the Framework is continually improving.

Key Result Areas	
Area	Roles and Responsibilities
Practice development and program support	<ul style="list-style-type: none"><li>• Work with the leadership team to drive and support the implementation of the Client Service Model within the organisation, with a focus on best-practice guidance and compliance with relevant legislation.</li><li>• Develop and implement effective project management and monitoring processes to enable success.</li><li>• Undertake a mapping exercise to identify program and practitioner needs regarding implementation, including a professional development plan.</li><li>• Engage key stakeholders and lead the development of procedures, practice tools and guidance.</li><li>• Provide briefings and progress reports to the Client Services Manager.</li></ul>

Stakeholder engagement	<ul style="list-style-type: none"> <li>• Coordinate forums and consultation opportunities to ensure Client Services staff have a voice in the implementation process.</li> <li>• Develop and embed an evaluation plan as part of the organisation's Lived Experience Framework to obtain feedback from staff and clients, making recommendations for improving the Service Model.</li> <li>• Contribute to practice development priorities in consultation with internal and external stakeholders.</li> <li>• Represent Courage Collective on relevant reference, advisory, and working groups.</li> </ul>
------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Key Selection Criteria</b>	
<b>Skills, knowledge, and qualification requirements</b>	<ul style="list-style-type: none"> <li>• Degree-level qualification in relevant discipline. (Experience within the specialist family violence sector preferred, not essential.)</li> <li>• Experience in project management and implementation.</li> <li>• Experience in resource development.</li> <li>• High-level analytic skills.</li> <li>• High-level communication written and verbal skills.</li> </ul>
<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Empathetic and culturally inclusive.</li> <li>• Proactive and solution-focused.</li> <li>• Able to use good judgement to make decisions according to level of authority, escalating issues as appropriate.</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Working With Children Check</li> <li>• National Police Check</li> <li>• International Police Check (if applicable)</li> <li>• Evidence of right to work in Australia</li> </ul>

### **Organisational accountabilities (applicable to all employees)**

#### **Child Safety**

Courage Collective has zero tolerance of child abuse, and all allegations and safety concerns will be taken seriously and consistently through our Child Safety and Wellbeing procedures. Courage Collective has a legal and moral obligation

to contact authorities when we are worried about a child's safety.

The Child Safe Standards Victoria (2022) provide a consistent approach to keeping children and young people safe. Courage Collective applies the Standards across all aspects of what we do when we support children and their families. All Courage Collective staff are required to remain compliant with our Code of Conduct, Child Safety and Wellbeing Policy, Child Safety Statement, and related procedures.

All children that enter Courage Collective services are supported to express their culture and enjoy their cultural rights. We actively encourage children to be involved in decisions about their care and support and encourage their feedback about our services.

### **Health and Safety (H&S) and Wellbeing**

Comply with the requirements of the Victorian Occupational Health and Safety (OHS) Act 2004, related H&S procedures and procedures developed by Courage Collective, including to:

- Work in a manner that considers and enhances the health, safety, and wellbeing of self and others.
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication, or other substances.
- Ensure that all work areas are maintained in a safe condition.
- Identify, report, and record all safety hazards, incidents, and injuries.
- Participate in H&S training, consultation and communication meetings where required.
- Actively assess, manage and where possible mitigate workplace risk.

### **Continuous Quality Improvement (CQI)**

- Become familiar with and adhere to Courage Collective's policies, procedures, and Code of Conduct.
- Contribute to or participate in Courage Collective's Quality Improvement activities and implement quality improvement strategies into work practices.
- Attend supervision, job-specific and organisation-wide training, meetings, working groups and conferences as required.
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.
- Strive for and promote continuous quality improvement across the organisation.

**Diversity and Inclusion**

- Always demonstrate respect and acceptance of diversity.
- Interact with Courage Collective clients, staff and other stakeholders in a manner that is inclusive, respectful, and non-discriminatory.
- Act in a way that is culturally safe and appropriate.

**Respectful Relationships**

- Facilitate kind, respectful working relationships with Courage Collective staff, clients, and all internal and external stakeholders through clear communication and a willingness to work towards the prompt resolution of any concerns.

**Equal Opportunity Exemption**

Courage Collective is exempt from the provisions of the Equal Opportunity Act 2010. Applications for this position will only be considered for people who identify as women and/or trans and gender diverse. Courage Collective is unable to consider applications from people who identify as cis male. We strongly encourage people from culturally diverse, LGBTQIA+, mature age or Aboriginal and Torres Strait Islander backgrounds to apply.

<b>Position agreement</b>	
<b>I have read, understand, and agree to undertake the position as outlined in this position description.</b>	
<b>Position holder name</b>	
<b>Position holder signature</b>	
<b>Date</b>	