

Position Description

Refuge Support Worker	
Authorisation: Client Services Manager	Date: 28/07/2026
Position summary: This position provides trauma-informed, client-centred support to victim survivors (adults and children) escaping family violence. Working under the direction of the Client Services team, the role supports clients in achieving their case plan goals through advocacy, emotional support, life skills development, and practical assistance.	
Duration	Permanent/ongoing (following successful 6-month probation period)
Status	Part-time, 30.4 hours per week
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) Level 4
Location	North East/North West Melbourne Locations undisclosed until appointment is made – role required to work across all Courage Collective sites as needed
Screening and external authorisation requirements	Working With Children Check National Police Check International Police Check (if applicable) Evidence of right to work in Australia
Reports to	Team Leader
Working relationships	Line Manager and Client Services Leadership team Case Managers, Support Workers, internal specialist roles Business Services team Maintain relevant external networks to 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

This position exists to strengthen the practical and operational capacity of the Client Services team, ensuring that victim survivors of family violence receive timely, dignified, and trauma-informed support from the moment they enter refuge. The role provides hands-on, practical assistance — including preparing and setting up living spaces, transporting clients to appointments, orienting clients to the local area and available services, and completing a range of administrative tasks — that enables clients to settle safely and begin working towards their case plan goals.

By undertaking these operational and practical functions, the position directly supports the wellbeing and recovery of clients while freeing up practitioners to focus their time and expertise on assessment, risk management, and clinical case work. The role therefore acts as a critical link between the day-to-day practical needs of clients and the specialist casework delivered by the Client Services team, ensuring a seamless and coordinated client experience. All work is undertaken in a manner that is client-centred, trauma-informed, and culturally safe, recognising the diverse needs and backgrounds of adults, children and young people impacted by family violence.

Ultimately, this position contributes to improved client outcomes by enhancing the overall responsiveness, efficiency, and quality of service delivery within the organisation. Through consistent, practical, and compassionate support, the role helps to build a stable foundation from which clients can engage more fully in case planning, access community supports, and move towards safety and independence.

Roles and Responsibilities

1. Provide crisis and trauma informed support to victim survivors
2. Contribute to the development of a safe and nurturing environment
3. Support victim survivors to access information and resources, linked to their goals and case plans and under the direction of the Client Services team
4. Work collaboratively with the Business Services program regarding property management, maintenance and inventory processes
5. Ensure appropriate communication and practices with clients from diverse backgrounds
6. Assist with clients' life skill development in line with goals identified in case plan
7. Provide support to the client services team in running social engagement activities
8. Liaise and develop effective working relationships with agencies and key stakeholders
9. Take the lead role in running regular client 'refuge meetings' as a forum for communication and feedback from clients and feeding this back to the Client Services program.
10. Attending client meetings with other specialist workers to assist with implementation of case plan goals
11. Liaising with Practitioners and Team Leaders regarding safety concerns or risk issues identified or reported
12. Support with administration tasks and referrals
13. Logistical outreach tasks
14. Accurate and up to date data and client file recording
15. Assisting with client transport
16. Orientation of clients to local area and available services.
17. Prepare, distribute and store correspondence (e.g: emails, team meeting minutes, mail etc.)
18. Shopping assistance for clients where required
19. Sourcing childcare and/or other service needs
20. Assisting clients to relocate and transition out of refuge
21. Work collaboratively with Business Services regarding ticketing cleaning and other maintenance jobs for refuge
22. Manage property condition reports
23. Light cleaning, handiwork, laundry and sorting of goods/stock/donations as required
24. Preparation of accommodation units and other client dwellings, pre-entry and post exit

Key Selection Criteria	
Qualification	Essential 1. Diploma in Community Service or equivalent
Previous Experience	Desirable 2. Case or support work experience with skills in working with families, mental health, disability or alcohol and drug issues. 3. Experience working in the Family Violence sector 4. Experience in delivery of services responding to women and children experiencing Family Violence 5. Knowledge of the MARAM (Multi Agency Risk Assessment and Management Framework)
Required Knowledge & Skills	Essential 6. Highly developed organisational skills and ability to prioritise competing demands. 7. Adapting and escalating where appropriate when unanticipated issues arise. 8. Awareness of statutory requirements relevant to work 9. Good communication and written skills including use of Microsoft and other ICT systems. 10. Problem solving capabilities evidenced by seeking relevant information, seeking different perspectives, identifying, and progressing workable solutions 11. Proven ability to function as lone worker and as part of a team
Personal Attributes & Values	12. Alignment to commitment to Courage Collective's values. 13. Self manages and able to identify self-care strategies and professional boundaries 14. An awareness and commitment to confidentiality 15. Able to use good judgement to make decisions according to level of authority, escalating issues as appropriate.

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.

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