

Position Description

Position title	Residential House Supervisor (Family Violence Refuge)
Document ID	
Department/Program	
Classification	SCHADS Level 5 – dependent on qualification and experience
Position reports to	Residential Services Coordinator

About McAuley

McAuley Community Services for Women's ([McAuley](#)) vision is a world that enables women and children to participate in society on their own terms - empowered to achieve their highest potential.

We start by providing accommodation and meeting immediate needs to support women and their children to be safe. We provide 24/7 refuge support, temporary accommodation, independent housing and supported community care.

Our integrated support model ensures woman and children receive the help they need when they need it. From their legal, financial, mental and physical health to social and community connection and longer-term security, we work to provide a complete and comprehensive response.

Family Violence - Women and children needing our support have experienced, or are at immediate risk of, serious harm: through physical and emotional violence, threats, sexual assault, and stalking. We work alongside them to plan their move towards a life free from violence.

McAuley House, Footscray and Ballarat, provide inhouse support to women who are homeless or at risk of homelessness, many of whom have also experienced family violence. The houses provide a place for rest, recovery and reconnection, as well as being a welcoming hub for women and children who have moved into the surrounding community.

We have a culture of innovation and are driven to provide the best solutions for meeting needs. And we advocate passionately for increased integration of services and improved support options for the people we work with.

Feminism, intersectionality, and **anti-oppressive** practices are embedded within our client practice and our culture.

Our Values

- Community:** Women and children coming to McAuley feel that they belong and have the confidence to join other communities.
- Hospitality:** Everyone is met at McAuley as an equal and made to feel at home when they are there.
- Compassion:** McAuley will respect where women and children come from, and they will be heard and listened to with dignity.
- Justice:** Women and children have the right to live at home safely and free of fear.

In 2023 McAuley became part of MacKillop Family Services ([MacKillop](#)). MacKillop strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.



Role purpose

The Residential House Supervisor (Family Violence Refuge) leads a team of residential support staff to provide site management and day to day support and safety to women and children escaping family violence within the refuge setting.

Role Objectives

The primary objective of this position is to promote a safe, recovery oriented and trauma informed refuge environment. This includes providing oversight of the site including security, occupational health and safety, emergency evacuation as well as coordinating visitors and the reporting of maintenance.

Role Accountabilities

The House Supervisor will provide:

House Management

- Contribute to broader risk assessment and safety planning in relation to crisis management and support, including trauma informed de-escalation and responding to complex presentations e.g., family violence, mental health challenges, drug and alcohol use, and child protection issues.
- Provide oversight of the facility including security, occupational health and safety, emergency evacuation and day to day operations.
- Maintain accurate records and documentation ensuring that sensitive client information is kept secure and privacy legislation requirements are adhered to.
- Ensure the occupancy and turnover of units by residential staff in line with funded program targets.
- Together with the relevant Team Leader, assist with the coordination of referrals and planning of intake.

Understanding of Family Violence and Homelessness

- Assist residential support staff to work in line with specialist family violence risk assessments and within the MARAM framework.
- Promote an understanding of power and gender as determinants of family violence and the impacts on children and young people, as separate to, and in relation with, their mother. This includes prioritising the physical, emotional, and psychological needs of children.
- Work from the perspective of providing inclusive and culturally sensitive leadership and support.

Residential Support

The House Supervisor will lead residential support staff to:

- Provide high quality support to residents with recovery, daily living skills and social inclusion goals within their broader support plan including providing emotional support, information, resources and advocacy.
- Support high quality service delivery to meet program and funding targets in line with McAuley, and sector best practice approaches, frameworks, and guidelines.

- Identify and contribute to risk management processes and responses to risks from a client, staff or program perspective.

Leadership & Teamwork

- Support high quality service delivery to meet program and funding targets in line with McAuley, and sector best practice approaches, frameworks, and guidelines.
- Support staff to utilise program brokerage and funding appropriately and in line with relevant guidelines and budgets.
- Monitor program data and funding reporting to ensure accuracy and quality of data entry.
- Review, update and approve rosters and timesheets in MacKillop's rostering system to ensure accurate record keeping and staff are paid on time.
- Provide regular supervision to Residential Support staff.
- Contribute to planning and program development and uphold the mission and values of McAuley / MacKillop Family Services.
- Work collaboratively as part of a team to support women and children reach their goals and contribute to the broader leadership culture at McAuley.

Key Selection Criteria

The incumbent will have:

1. Relevant tertiary qualification and experience in social work, community services, or a related field in line with mandatory minimum qualifications for family violence practitioners.
2. Understanding of critical issues relevant to crisis responses for family violence and homelessness including an understanding of the MARAM framework, Family Violence Protection ACT (2008) and Child Safe Standards.
3. Commitment to McAuley values; Community, Hospitality, Compassion and Justice.
4. Demonstrated ability to supervise, lead and support a team of residential support workers to work with women and children facing a range of complex challenges in relation to family violence, homelessness, health and mental health, drug and alcohol use, trauma, and marginalisation.
5. The ability to apply a flexible, inclusive, non-judgmental, and empowering approach to practice and service delivery.
6. Strong communication and inter-personal skills including engagement and collaboration with a range of services and stakeholders and the initiative and effective judgment to support staff to identify and manage risk when working alone.
7. Understanding of the principles of feminism, intersectionality and anti-oppression as both practice and organisational culture foundations.

Other information

All McAuley employees are required to:

- Comply with all organisational policies and procedures.
- Comply with all other relevant Commonwealth and State legislation.
- Understand and commitment to McAuley's operating framework, philosophy and values.
- Engage in performance discussions and reviews, demonstrating the ability to meet the expected standards of performance in relation to the requirements of the position.

- Observe and fulfil health and safety responsibilities as contained within the MacKillop 'WHS-P-001 Workplace Health and Safety (WHS) Responsibility Statements' document.
- Sign and abide by MacKillop's Code of Conduct

This position description will be updated from time to time for various reasons including to reflect the developing needs of the organisation and/or legislative changes in the sector.

Mandatory requirements:

- Right to work in Australia
- Valid and current Victorian Driver's licence
- Satisfactory criminal history check conducted by MacKillop Family Services
- Valid and current Working with Children's Check

<include as appropriate include - Valid and current NDIS Worker Check and/or Current First Aid Certificate>

McAuley has an EEO exemption to accept applications from women only for positions where the employee is required to work where there is direct contact with vulnerable women and their children

Approval

Approver's full name: CEO

Date:

Approvers Position:

Incumbent's full name:

Incumbent's signature:

Date:

HR Approval