

Staff Position Description

Refuge Support Worker		
Authorisation	Client Services Manager	03/07/2025
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.		
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 GMI sites as needed	
Screening and external authorisation requirements	Working With Children's check (WWCC) National Police Check International Police check (if applicable)	
Reports to	TBC	
Working relationships	Line manager and leadership team Case Managers, Support Workers, internal specialist roles Maintain relevant external networks to support client outcomes and collaborative referral pathways	

About Georgina Martina Inc.

Georgina Martina Inc. is a community-based organisation which operates a state-wide family violence support and accommodation service including two high security 'Core and Cluster' refuges – Georgina and Martina. The organisation is committed to an intersectional feminist and strength-based approach to service delivery that views victim/survivors as the experts in their own lives. Our practice framework is multi-disciplinary, child focused, and trauma informed.

Both Martina and Georgina refuges provide high security crisis accommodations, ensuring victim/survivors (including children) experiencing family violence can feel safe within a supported environment that promotes empowerment, healing and client centred case planning. The organisation operates an outreach support service for clients who have moved on from high security accommodation and are working towards safe and appropriate housing goals. We maintain several properties for longer-term support and work closely with mainstream housing services to ensure appropriate exit points from the service.

Our Vision	Cultures, communities, and people thriving beyond violence.
Our Mission	Creating safe and inclusive spaces that provide the resources and opportunities for victim-survivors of domestic and family violence to heal and grow independently.

Our Values	Caring: We care for our clients and each other. We foster a culture that supports everyone to feel empowered and celebrated. Collaboration: We collaborate to build a better future for victim-survivors. We do this by working together with victim-survivors, stakeholders, and the community. Intersectional feminism: We believe that domestic and family violence will always exist where there is gender inequity. We seek to be a leader in closing this gap. We do this by having an intersectional approach and embracing diversity and inclusion. Integrity: We are honest in our commitment to upholding human rights and living our values.
Equity and Inclusion	GMI strives to create an inclusive and accessible service that embraces and values diversity in all its forms. We are committed to providing a respectful and safe organisation for all our staff and clients, including those from a First Nations, LGBTIQ+ and CALD communities, and those with a disability. GMI has a zero tolerance of any form of discrimination, be it racism, homophobia or ableism and fully expects all staff to recognise and report any such incidents.
Child Safety	GMI recognises the vulnerability of children in situations involving violence or abuse. GMI has a zero tolerance of child abuse, and all allegations and safety concerns will be taken seriously and consistently via our procedures. GMI has a legal and moral obligation to contact authorities when we are worried about a child's safety, which we follow rigorously. The Child Safe Standards Victoria (2022) provide a consistent approach to keeping children and young people safe. GMI apply the Standards across all aspects of what we do when we support children and their families. All GMI staff are required to remain compliant with our Code of Conduct, Child Safety and Wellbeing Policy, Statement, and related procedures at all times. All children that enter GMI 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.

Role Tasks and Responsibilities
1. Provide crisis and trauma informed support and advocacy for GMI clients 2. Contribute to the development of a safe and nurturing environment 3. Provide high quality support to victim/survivors, with guidance from line manager and client services team 4. Support victim/survivors to access information and resources, linked to their goals and case plans and under the direction of the Client Services team 5. Ensure appropriate communication and practices with clients from diverse backgrounds (CALD, Aboriginal and Torres Strait Islander, LGBTIQ+, people with a disability) 6. Assist with life skill development in line with goals identified in case plan 7. Provide support to the client services team in running activities

8. Develop resource directory and assist with access to community services
9. Liaise and develop effective working relationships with agencies and key stakeholders providing services and supports to women experiencing family violence and homelessness
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. Liaise with Practitioners and Team Leaders to prioritise tasks
13. Support with administration and referrals
14. Logistical outreach tasks
15. Accurate and up to date data and client file recording
16. Assisting with client transport to appointments
17. Orientation of clients to local area and available services.
18. Prepare, distribute and store correspondence (e.g: emails, team meeting minutes, mail etc.)
19. Shopping assistance for clients where required
20. Sourcing childcare
21. Assisting clients to relocate and transition out of refuge
22. Work collaboratively with Business Services regarding ticketing cleaning and other maintenance jobs for refuge
23. Manage property condition reports
24. Light cleaning, laundry and sorting of goods/stock as required
25. Preparation of accommodation units and other client dwellings, pre-entry and post exit

Key Selection Criteria

Knowledge, Skills and abilities required to fulfil the role

1. Demonstrated understanding of the gendered nature of family violence and its impact on victim/survivors
2. Understanding of the MARAM and other relevant family violence frameworks and legislation
3. Demonstrated experience and knowledge of working with populations who have experienced multiple disadvantages.
4. Experience working with adults and children who present with complex needs and behaviours
5. Ability to apply a flexible, non-judgemental and empowering approach to service delivery
6. Ability to manage service requirements, such as client confidentiality, duty of care, mandatory reporting, other relevant legislation and professional conduct
7. Well demonstrated written and verbal communication
8. computer literacy

Qualifications and other requirements

9. A tertiary qualification in Social Work or related discipline (Nursing, Midwifery, Mental Health, Counselling, Youth Work, Alcohol and Other Drugs, Public Health, Community Development or Psychology) and prepared to work towards

	minimum qualifications requirements for specialist family violence practitioners. See below, for more information* 10. Current Australian Driving License 11. Working with Children's Check (WWCC) 12. Current First Aid certificate, or willingness to obtain
Desirable	13. Previous experience working with victim/survivors of family violence within a crisis accommodation environment
Personal qualities	14. Demonstrated commitment to personal professional development. 15. Demonstrated high levels of resilience and ability to work in a changing and demanding environment – employing effective engagement strategies with colleagues and clients in times of crisis. 16. High level interpersonal and communication skills, advocacy, negotiation, and conflict resolution skills. 17. Demonstrated ability to show a high level of initiative and work independently, as well as a member of a cohesive team

***Minimum mandatory qualifications requirements**

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- are considered EXEMPT under the policy
OR
- hold a Bachelor of Social Work or other equivalent qualification
OR
- have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.
OR
- hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to *work towards* an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact [recruitment contact] to discuss this further

Equal Opportunity Exemption



GEORGINA MARTINA INC.

ABN 99 489 355 371

Georgina Martina Inc. 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. GMI are unable to consider applications from people who identify as a cis-male at this time.

We strongly encourage women from Culturally diverse, LGBTIQ, 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	
Dated	