

POSITION DESCRIPTION

Position:	Case Support Worker
Reports to:	Team Leader
Direct Reports:	Nil
Status:	Fixed term, Full Time/ Part Time
Location:	Hybrid - based in East Melbourne and Dandenong, as well as working from home arrangements, travel required at various locations including regional Victoria and interstate
Pay Rate	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 3 + Superannuation + Salary Packaging

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centered, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 30,000 women and children experiencing family violence throughout our 40+ years of operation, providing a holistic service that centers the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

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POSITION SUMMARY

inTouch's Practitioners work in an "inLanguage, inCulture" model to provide culturally tailored responses to victim survivors from migrant and refugee background.

The primary role of the Case Support Worker is to undertake a range of tasks that directly support the Services Team and the organisation in delivering high-quality, client-centered support to adult and child victim-survivors of family violence. This includes maintaining accurate client associated administration such as records, coordinating referrals, managing correspondence, and assisting with data and reporting.

The Case Support Worker plays a critical role in ensuring the efficiency and effectiveness of service delivery by streamlining administrative processes, helping to build a comprehensive picture of client circumstances, and enabling the Services Team to focus on direct client support. The Case Support Worker acts as a key point of coordination within the team, liaising with internal and external stakeholders to facilitate timely access to support and resources for clients.

KEY RELATIONSHIPS

Internal	Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, NOOR Survivor-Advocates, students and volunteers to support cohesive team dynamics and effective, client-centered, program execution.
External	Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, and funding partners.

POSITION ACCOUNTABILITIES

Client support

- Provide short-term case management support .
- Provide assistance with referrals and service navigation.
- Liaise with external stakeholders and maintain strong collaborative relationship
- Support management of overall Team caseloads during staff absence.

Data, Reporting and Privacy

- Prepare and maintain appropriate, accurate and confidential client records including creating client files, and accurately documenting client referrals, brokerage and other administrative tasks completed on behalf of clients.
- Undertake data entry / data upkeep activities and other administrative duties as requested Stakeholder engagement
- Develop effective working relationships with a wide range of internal and external stakeholders
- Promote and provide a welcoming and safe environment for any clients, including children and young people, you interact with in the course of your work.

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Stakeholder engagement

- Develop effective working relationships with a wide range of internal and external stakeholders
- Promote and provide a welcoming and safe environment for any clients, including children and young people, you interact with in the course of your work.

PEOPLE MANAGEMENT

NA

DELEGATION OF AUTHORITY

The incumbent must operate at all times within inTouch's Delegation of Authority and ensure that all decisions and actions align with the responsibilities outlined in the current schedule.

KEY SELECTION CRITERIA

Essential:

- A foundational understanding of the drivers, dynamics and impact involved in working with women from a multicultural background, including intersectional factors impacting women and children affected by family violence.
- The ability to manage competing priorities in a busy team environment while maintaining attention to detail and accuracy.
- Strong organisational and administrative skills, including proficiency in record-keeping, data entry, and document preparation.
- Effective communication skills to liaise with clients, internal teams and external stakeholders professionally and sensitively.
- Demonstrated capacity or the ability to quickly learn and work with a range of databases, case management systems, and Microsoft Office applications.
- This role also requires a current driver's licence, a valid 'employment' category Working with Children Check and successful completion of a pre-employment screening including a police and identity check.
- A foundational understanding and awareness of structural and social inequities which discriminate against people from culturally and linguistically diverse backgrounds (CALD), and particularly those with refugee and/or asylum-seeker backgrounds.

Personal Attributes:

- Genuine commitment to social justice and to assisting migrant and refugee women and children.
- High ethical standards and values, ability to act with integrity and confidentiality.
- Ability to sensitively manage stakeholder relationships.
- A level of maturity and professional accomplishment and track record appropriate to the representational aspects of the role.

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Desirable:

- Knowledge of the SHIP database.
- Highly proficient in spoken fluency and writing skills in a language other than English.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conduct work outside normal business hours.
- Must hold a current Victorian car license
- Must be physically capable of carrying out administrative duties, including extended periods of computer use

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.
- inTouch has a smoke-free workplace policy.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day-to-day work in to meet the organisation's audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience.
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments.
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy.
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications.
- Signing a Confidentially Agreement is a personnel requirement of inTouch.
- The successful applicant will initially be engaged for a probationary period of six months.

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- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

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