

POSITION DESCRIPTION



Position	Safe & Respectful Communities Case Manager (Students)
Level/Classification	HEW 0808
Reports to	Director, Student Wellbeing
Unit	Student Wellbeing & Partnerships
Directorate	Access, Wellbeing and Equity
Positions Supervised	Nil

Position Purpose

The Safe & Respectful Communities Case Manager (Students) provides specialist, trauma-informed, person-centred case management for students who experience, witness, disclose or are reported to have engaged in harmful behaviours, including matters that may fall under the University's gender-based violence (GBV) framework. The role undertakes timely risk assessments, co-develops tailored support plans, coordinates internal and external supports (including academic adjustments), and helps students navigate disclosures and formal reports in line with University procedures and national requirements.

The position also contributes to prevention initiatives, maintains student-facing information, and builds capability across the University community to ensure safe, timely and effective responses.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people.

Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bididi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

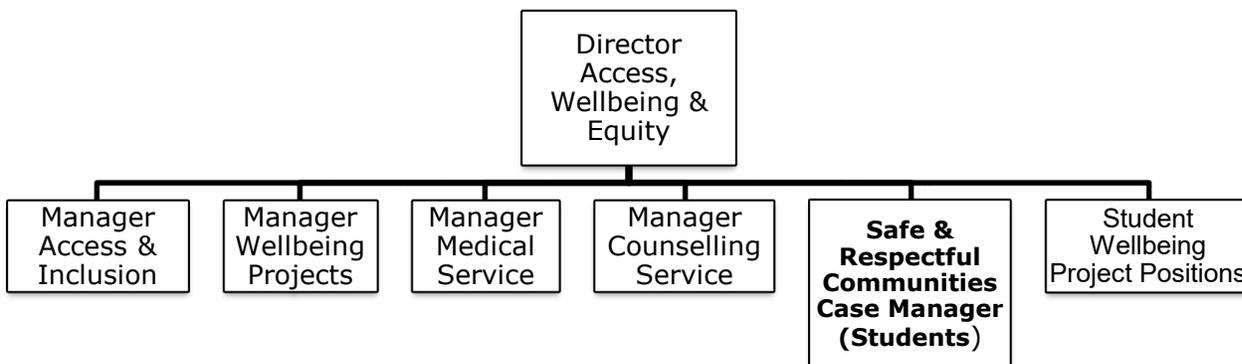
Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

Working on the traditional lands of the Wadjuk people of Noongar Nation, the Student Wellbeing Directorate promotes student safety and wellbeing and demonstrates a strong commitment to equity and inclusion. The Directorate brings together Student Wellbeing & Partnerships, Counselling and Medical Services, and Access & Inclusion to ensure all students can succeed.

This role sits within Student Wellbeing & Partnerships and works closely with Counselling, Access & Inclusion, Medical Service, Colleges/Schools, Security, Student Guild and external specialist services to deliver safe, person-centred and trauma-informed responses.

Reporting Relationships



Key Responsibilities/Duties

1. Provide confidential, trauma informed, culturally responsive support to students who disclose experiencing, witnessing, or who have been reported for harmful behaviours, including GBV related concerns.
2. Explain available options and coordinate access to specialist services, interpreters, accommodation support and urgent care, minimising the need for students to retell their story.
3. In line with trauma informed practice, ensure student's preferences meaningfully inform safety planning and next steps.
4. Conduct and document specialist assessment, including risk assessment for all disclosers and respondents; recommend and support implementation of safety actions proportionate to risk, and monitor/review effectiveness.
5. Work with internal and external stakeholders to coordinate and ensure prompt risk assessment and support planning; implementing immediate safety measures proportionate to risk.
6. Advise relevant decision-makers on recommended safety steps and academic adjustments as required.
7. Support students who choose to make a Formal Report and liaise with investigation/disciplinary processes, ensuring procedural fairness and regular updates consistent with student preferences.
8. Maintain and regularly review student-facing information to ensure clarity, currency and accessibility (including translation where needed), including information on Policies and Procedures, reporting channels (including anonymous) and available supports.
9. Contribute to the design, delivery and evaluation of evidence-informed education and awareness for prevention of GBV (e.g., consent, ethical bystander, healthy relationships, responding to disclosures) and other wellbeing content as required

10. Keep accurate, secure case records in line with confidentiality and privacy requirements; support de-identified internal reporting to governance bodies and regulatory reporting as required.
11. Contribute to monitoring and evaluation of support services and prevention programs; use data and feedback to inform continuous improvement.
12. Participate in service reviews and quality improvement activities to ensure timely, safe and effective responses and supports.
13. As part of the wider Student Wellbeing Directorate, assist with support and interventions for students involved in serious and critical incidents, including case management and liaison with relevant others (family/support systems, internal/external services).
14. Undertake other duties as required.

Selection Criteria

Essential

1. Relevant qualification in health/allied health profession (Social Work, Psychology, Counselling, Nursing or closely related field) and meets practicing requirements of professional body (AASW, AHPRA, etc).
2. Demonstrated expertise delivering timely trauma-informed, person-centred case management in complex contexts (e.g., Family Domestic Violence, mental health), including risk assessment, safety planning and coordinated referral pathways.
3. Demonstrated experience providing services and supports to people from diverse and marginalised groups including but not limited to, First Nations, people with disability, CaLD, LGBTIQIA+.
4. Proven risk assessment capability: assess, document and monitor risk and implement proportionate safety measures, including time-critical responses for accommodation-related matters.
5. Strong understanding of gender-based violence dynamics (including coercive control and intersectional impacts), procedural fairness, confidentiality and privacy requirements, and relevant legislation/policy in the tertiary context.
6. Excellent interpersonal, communication skills; ability to explain processes and options in plain language and coordinate with multiple stakeholders, including managing conflicting views.
7. Proactively manage interpersonal boundaries and conflicts of interest
8. Demonstrated accuracy in record-keeping and de-identified reporting; safe handling of sensitive information in line with privacy obligations.
9. Evidence of working independently with sound judgement and as part of a multi-disciplinary team to deliver timely outcomes.

Desirable

10. Experience in a university and/or gender-based violence support services.
11. Experience delivering or co-facilitating prevention and responding-to-disclosures education.
12. Lived experience and/or demonstrated capability working effectively with First Nations, culturally and linguistically diverse, LGBTIQIA+ and disabled communities.

Work Requirements

- Current National Police Check.
- Current Western Australia Working with Children Check.

- Compliance with University immunisation and health & safety requirements.
- Completion of mandatory training relevant to the role (e.g., responding to disclosures, trauma-informed practice, privacy/confidentiality).
- Ability to work flexibly with occasional after-hours or remote support where operationally required.

General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All staff complete a Career Development Conversation annually to discuss their career aspirations and growth opportunities.

All Staff undergoing a probation period are required to set probationary objectives with their leader within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.