

POSITION DESCRIPTION

Position	AFPRR Case Support Worker	Position Number	TBC
Reports to	Family Services Team Leader	Direct Reports	Nil
Status	Fixed Term	Time Fraction	Full Time
Award	SCHADS Level 3	Location	Morwell

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe, and thriving Aboriginal communities.

POSITION SUMMARY

The Aboriginal Family Preservation and Reunification Response (AFPRR) Case Support Worker role is responsible for working cooperatively with VACCA's Family Services program to ensure that a high quality, culturally appropriate service is delivered to all children, families and carers who are served by the organisation.

KEY RELATIONSHIPS

Internal: Aboriginal Employment Coordinator, Case workers, Organisational Manager, Team leaders, Aboriginal Healing Team, Transport Workers, Northern Administration Support workers, Continual Quality Improvement Team, Nugel, Educational programs within VACCA.

External: Child Protection, Medical and Education services and professionals, Carers

KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose.
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.

- Strong organisational and administrative skills, including attention to detail and the ability to multitask and prioritise.
- Well-developed time management skills, written and verbal communication skills, reliability, accountability, and commitment to high quality client service.
- An ability to work in a culturally respectful and competent manner with Aboriginal children, families, and communities.
- Ability to maintain confidentiality and privacy
- Proficiency with MS office, computer and intranet-based information.
- Capacity to work both independently and as a member of a team.

DESIRABLE

- Relevant qualifications, such as a certificate in community services (or working towards).

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working with Children Check card and a National Police Check.
- Current COVID-19 vaccinations (minimum two doses and booster shot before commencement)

POSITION ACCOUNTABILITIES

CASE SUPPORT

Support families and their children to achieve better outcomes by:

- Transport children and their families when appropriate and required
- Accompany case managers to attend home visits
- Communicate and provide written feedback regarding observations of children, family and services
- Contribute towards the coordination of cultural activities and events for families, their children and carers.
- Support case managers and the broader team in other areas as required.

ADMINISTRATION

- General administrative tasks such as answering phone calls, printing, and filing
- Case note all interactions with families
- Document meetings
- Participate in supervision

RELATIONSHIP MANAGEMENT

- Work in a professional manner with families and clients.
- Work in a team environment and provide support.

HEALTH, SAFETY & WELLBEING



- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

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

OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 2) level which requires mandated MARAM Family Violence Screening & Identification training and responsibilities.