

## POSITION DESCRIPTION

<b>Position</b>	Case Support Worker – Care Services	<b>Position Number</b>	
<b>Reports to</b>	Team Leader	<b>Direct Reports</b>	Nil
<b>Status</b>	Ongoing	<b>Time Fraction</b>	Full Time
<b>Award</b>	SCHADS 3	<b>Location</b>	Dandenong

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## POSITION SUMMARY

This position is responsible for providing additional support to Case Managers and the team in delivering a targeted holistic support service aimed at enhancing outcomes for children, young people and their families. They will do this by undertaking specific case related tasks and administrative responsibilities as required.

## KEY RELATIONSHIPS

<b>Internal:</b>	Case Managers, Team Leader, Program Manager in Care Services Team in the Southern Region, Healing Team, Cultural Support Team, Corporate services, other program areas and colleagues, as required.
<b>External:</b>	Client/ carers/ family, DFFH-Child Protection, Schools, Other specialist service providers- health, disability support, housing, mental health, education & employment support, Cultural and others, as required.

## KEY SELECTION CRITERIA

### ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose

- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities.
- Experience and or ability to work with Aboriginal children and families in a culturally respectful and competent manner
- Ability to engage vulnerable children, young people, their families and their carers in outreach work activities.
- Good understanding of the OOH service system
- Sound administration skills – including ability to record case notes, maintain files, use computer databases
- Proven and sound time management skills, communication skills, reliability, accountability and commitment to high quality client service.
- Proven ability to work in a team and independently

## DESIRABLE

- A willingness to participate in training programs and in supervision.
- Ability to work out of normal business hours as required by the role.

## REQUIREMENTS

- Relevant qualifications, such as a certificate in community services (or working towards).
- Where a qualification is commenced but not completed, salary will be fixed at Award Level 2 until successful completion
- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working with Children Check card and a clear National Police Check
- Current COVID-19 vaccination (including booster dose, as applicable)

## POSITION ACCOUNTABILITIES

### CLIENT OUTCOMES & CASE SUPPORT TASKS

- Carry out case work support tasks as determined in discussion with case managers and team leaders, which includes but not limited to:
  - o Transport children and their families when appropriate and required
  - o Accompany case managers to attend home visits
  - o Communicate and provide written feedback regarding observations of children, family and services
  - o Contribute towards the planning, coordination and delivery 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 clients, carers and maintenance of files
- 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 from time to time.
- Undertake other duties as directed.

## 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 VACCA MARAM Identification responsibilities.