

POSITION DESCRIPTION

Position	Koorie Connect & Emergency Relief Support Worker
Reports to	Team Leader – Community Engagement
Direct Reports	NA
Status	Full time (38 hrs pw)
Location	Western VACCA Offices

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 600 staff and delivers more than 70 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing.

Central to VACCA's work is the importance of connection to family, community and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA will play a key role in the process of transitioning the care and case management of Aboriginal children from government and non-Aboriginal organisations to Aboriginal community-controlled organisations following the recent decision of the Victorian Government.

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

PROGRAM AREA

The Koorie Connect and the Emergency Relief programs provides information, advice, assessment, long term casework and supported referral service to Aboriginal families, individuals, young people and the community living in the Western metropolitan area of Melbourne.

POSITION SUMMARY

Reporting to the Koorie Connect & Emergency Relief Coordinator, the Koorie Connect & Emergency Relief Support Worker will be responsible for:

- To provide support around case management, such as- relationship and family conflict, criminality, family violence, substance misuse, mental/physical issues, financial stress, unemployment, homelessness/housing issues, isolation/disconnection from family, community and culture
- Will be responsible for the assessments and intake which identifies goals and actions, and has a plan developed to address these issues and immediate needs.
- Support around both the programs i.e., Koorie Connect and Emergency relief can be provided over the phone, office based, and outreach supports, inclusive of long-term case management based on the support/case plan. Intake forms will need to be completed and managed to ensure requirements are being met.
- Will be responsible for the day to day operations of the Koorie Connect and the Emergency Relief Programs in the Western and Brimbank/Melton Regions

KEY RELATIONSHIPS

Internal: Community Engagement & Training Unit staff, broader VACCA programs, staff, management & leadership.

External: Aboriginal and mainstream support services, Community members, children and families.

KEY SELECTION CRITERIA

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and a willingness to champion these internally and externally
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with awareness of the key issues which impact upon Aboriginal communities
- Demonstrates understanding, respect and commitment to every person's right to make decisions about matters affecting their own life and encourages every individual to participate
- Experience in working in partnership with a range of stakeholders and demonstrates ability to use a range of networks to support client outcomes
- Demonstrates respect for and is sensitive to the diversity within and across Aboriginal communities
- Ensures work practices comply with relevant legislative and/or licensing requirements
- Demonstratable experience in use of technology and software applications effectively in relation to task requirements
- Experience in providing accurate information using forms, case notes, and standard templates appropriate to the task
- Ability to listen to clients/ community members and passes on relevant information accurately and appropriately

- Demonstrates effective and culturally appropriate interpersonal skills in all aspects of their role and in performance of duties
- The ability to submit data into the required database system

OTHER REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.

POSITION ACCOUNTABILITIES

- To support Aboriginal community members and their families by providing information, advice and supported referrals to a range of Aboriginal and Torres Strait Islander services or mainstream organisations
- To provide intensive case work support including assessment, goal setting and support to achieve outcomes for individuals and families with long term engagements.
- To provide an immediate response to mitigate any further hardship.
- To provide phone, office and outreach support to address issues, resolve conflict, support change to address behaviours that have a negative impact on themselves and others. Increase capacity to better manage and improve their safety and wellbeing.
- To advocate for individuals and assist them to overcome barriers to services or achieving goals.
- To develop and maintain relationships with other service providers and promote access and pathways to their services for Aboriginal people.
- To develop and maintain partnerships with VACCA services and local services.
- To maintain high quality and up to date client files that meet privacy and legislative requirements.
- Carry out duties in accordance with the philosophy, policies, work practice and protocols of VACCA.
- Participate in external meetings relevant to the program or as determined by the Senior Program Manager.
- Participate in ongoing professional development and training.
- Input data into the appropriate client database system and be responsible for maintaining client information.

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 in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of internal policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Generate general and specific communication to stakeholders via effective and timely use, intranet, forums and other opportunities as they arise.
- 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.