

POSITION DESCRIPTION

Position	Family Violence Intake Worker
Reports to	Family Violence Team Leader
Direct Reports	NA
Status	Part time (.5), Fixed Term
Location	Ovens Murray

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.

VACCA is implementing cultural therapeutic ways which is an agency wide framework that underpins our work with the community, our clients and staff.

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

PROGRAM AREA

The Family Violence Intake Worker will work with women and children impacted by family violence in the Ovens Murray area.

The Family Violence Intake Worker will work in a culturally appropriate way so that individuals can receive support to achieve their goals and address any family violence safety concerns. Women and children will be empowered and supported to live safe and free from family violence and link into the relevant necessary supports.

We provide a positive, culturally safe workplace environment supported by family friendly and culturally sensitive workforce policies, including professional development, continuing education and staff wellbeing.

POSITION SUMMARY

The Family Violence Intake Worker will work closely with The Orange Door and other agencies to provide advocacy, referral and connection to case management support to Aboriginal women and their children who are experiencing or escaping family violence.

The Family Violence Intake Worker will be responsible for completing intake functions for people referred to the program via the e-Referral system.

In addition to completing intake functions, the objectives of this role will be to complete and review MARAM family violence risk assessments, liaise with referrers and ensure all program requirements are met including data collection, record keeping and adherence to agreed practice standards and requirements.

KEY RELATIONSHIPS

Internal: Executive Manager, Senior Program Manager, Team Leaders & program staff within OM VACCA

External: The Orange Door, Department of Families, Fairness & Housing (DFFH), Centre Against Violence (CAV) and other relevant services.

KEY SELECTION CRITERIA

The successful applicant will possess:

- Demonstrated understanding of, and commitment to, 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.
- Understanding the issues of family violence and the impact on women, children and families in an Aboriginal context.
- Demonstrate ability to empower and advocate for clients with a non-judgemental approach.
- Knowledge of local family violence programs, accommodation, legal, health and community services within the region – or the ability to acquire that knowledge.
- Demonstrated ability to work collaboratively with other Aboriginal and mainstream organisations in formal and informal partnerships to achieve mutually agreed client/community outcomes
- Demonstrated ability to work independently and as a collaborative team member in a challenging environment.
- Demonstrated effective and culturally appropriate interpersonal skills e.g. active listening, empathy in all verbal and non-verbal communications.
- Demonstrated ability to complete intake functions, assess therapeutic readiness and suitability of referrals for children, young people and families referred for support.
- Sound knowledge of the Family Violence Protection Act 2008, Information Sharing and Multi Agency Risk Assessment Framework (MARAM).

DESIRABLE:

- A tertiary qualification in Social Work, Community Services, Welfare or a related discipline is desirable.
- Knowledge of the DFFH data reporting systems

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

- Accept any referrals through The Orange Door for women and children requiring family violence case management, therapeutic support and any other VACCA programs.
- Liaise with referrers from other agencies, ensuring all program requirements are met
- Accept referrals from other organisations and self-referrals
- Assist with administration tasks for Flexible Support Packages
- Review MARAM family violence risk assessments
- Advocate for women and children to promote access to required services
- Provision of all intake functions
- Refer to appropriate VACCA programs and services and other organisations when necessary for ongoing support
- Accurate record keeping, including case notes, completed forms and reports as required according to program guidelines and agency registration obligations.
- Assist in the maintenance of client files in line with legislative and policy requirements.
- Maintain accurate statistical data using organizations current data systems as required by VACCA and Department of Families, Fairness and Housing.

- Attend meetings and other forums as required.
- Establish effective working relationships with partner agencies providing services and support for women and children who have experienced family violence.
- In conjunction with other team members undertake program promotion, presentations as necessary and provide a family violence women's group.
- Provide consultation as required for any new future funding developments

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 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 as necessary
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events when required.
- 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.