



## POSITION DESCRIPTION

<b>Position</b>	Targeted Care Packages – Case Support Worker	<b>Position Number</b>	P10236
<b>Reports to</b>	Team Leader – Care Services	<b>Direct Reports</b>	Nil
<b>Status</b>	Ongoing	<b>Time Fraction</b>	Casual
<b>Award</b>	SCHADS Level 3	<b>Location</b>	Melton

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## POSITION SUMMARY

The Case Support Worker provides culturally respectful support to clients and/ or carers by supporting them in tasks such as transport, attending appointments, participating in educational, therapeutic, cultural or leisure activities. These activities are undertaken within the framework of the client's Case plan and funding allocated in their Targeted Care Package (TCP).

The Case Support Worker will liaise closely with the client's Key Worker (Case Manager) and the Team Leader in planning and delivering the support activities for the client.

VACCA fleet cars and mobile phones will be made available to the Support Case Workers when on duty. The Case Support Workers will be expected to prepare case notes on their time with the clients. A VACCA computer and account will be made available for the same.

The Case Support Workers will sometime be required to work outside of regular work hours including weekend work. The management will attempt to provide consistent ongoing shifts however rosters may vary with maximum notice possible provided.

The Case Support Workers will be offered Supervision with the Team Leader on a regular basis.

## KEY RELATIONSHIPS

*Internal:* TCP Key Workers & Team Leader, Corporate services, other program areas and colleagues, as required



*External:* Clients/ Carers/ Family, DFFH-Child Protection & other units, Schools, Other specialist service providers- health, disability support, 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
- 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.
- Experience and or ability to work with Aboriginal families and children in a culturally respectful and competent manner.
- Ability to engage with vulnerable children, young people, their families and their carers in outreach work activities.
- An understanding of child development and childhood trauma.
- Sound administration skills, including the ability to record case notes, maintain files, use computer databases.
- Ability to maintain confidentiality and privacy.
- Proven and sound time management skills, communication skills, reliability, accountability and commitment to high quality client services.
- Capacity to work both independently and as a member of a team.
- An ability to work flexible hours.

### 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 and a current employment working with children check card.
- Current COVID 19 vaccinations (minimum two doses and booster shot 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:
  - Undertaking home visits and carrying out components in the TCP.
  - Transport children when appropriate and required.
  - Support families and their children to achieve better outcomes.
  - 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.
- General administrative tasks such as answering phone calls, printing and filing.
- Case noting all interaction with clients, carers, families and maintenance of files.
- Finding and sourcing relevant information.
- Documenting meeting minutes.
- Support case managers in other programs areas as required.
- Support other team members in periods of high demand and during periods of absence.
- Participate in supervision

## PERFORMANCE AND PROFESSIONAL DEVELOPMENT

- Participate in supervision.
- Participate in ongoing professional development and training, as required.
- Carry out duties in accordance with the philosophy, policies, work practices and protocols of VACCA.

## 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.
- Undertake other duties as directed.
- Work outside of normal business hours is common.

## 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.