



POSITION DESCRIPTION

Position:	Case Support Worker – Care Services	Position Number	Wan122
Reports to:	Team Leader – Kinship	Direct Reports	N/A
Status	Fixed term, 12 months	Time Fraction	Full time
Award	SCHCADS Level 3	Location	Ovens Murray

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

POSITION SUMMARY

The role of the Case Support Worker is to work cooperatively with Care Services case managers, under the direction of the Kinship Team Leader, to ensure that culturally appropriate court ordered contact is maintained between children and their families. The case support worker will provide transport for children and/or supervision of the contact as required.

The case support worker will also undertake a variety of case work and administration tasks under the direction of the case workers or team leader, such as assisting with referrals, making phone calls, attending appointments etc.

KEY RELATIONSHIPS

Internal: Care Services team members & 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

To be successful in this role you will be able to demonstrate:

- 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 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, a current employment Working with Children Check card and a clear National Police Check

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 Accompany case managers to attend home visits
 - o Transport children and their families when appropriate and required
 - o Support families and their children to achieve better outcomes
 - o 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

ADMINISTRATION

- 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

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 in order to meet the organisation's audit, contract and registration obligations.
- 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.