



POSITION DESCRIPTION – TEAM MEMBER

Position Title	Senior Case Coordinator - Culture Talks	Department	Community Programs ACT
Location	Garran, ACT	Direct/Indirect Reports	Up to 10 Volunteers
Reports to	Community Engagement Coordinator	Date Revised	Oct 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0025340

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

■ Position Summary

Culture Talks supports Aboriginal and Torres Strait Islander peoples who are in contact with the Justice system and may not be eligible for other services. Created and directed by participants and members of the local Aboriginal and Torres Strait Islander communities, Culture Talks utilises Connection to Country activities and tailored, strengths-based, trauma-informed case coordination to support participants to exit the Justice system and achieve their goals.

This role combines case coordination and direct client support with sensitive stakeholder engagement, volunteer leadership and program development.

This is an Aboriginal and Torres Strait Islander targeted position.

■ Position Responsibilities

Key Responsibilities

- Develop and maintain collaborative, respectful relationships with relevant stakeholders, particularly with Aboriginal and Torres Strait Islander communities and the Justice sector
- Co-design and facilitate culturally appropriate activities with participants and stakeholders in order to foster participant identity, confidence, skills, knowledge, health and wellbeing
- Provide culturally appropriate planning, case coordination, advocacy and direct client support to people involved with the Justice systems of the ACT, and at times, NSW
- Support participants to navigate formal systems and prepare for and attend appointments such as court appearances, job interviews, case conferences
- Provide leadership to the volunteer team, ensuring positive, meaningful volunteer experiences
- Undertake volunteer recruitment, screening and training

- Contribute to Service development in collaboration with Community Engagement Coordinator and relevant officers
- Complete program reports, participant case notes and other documentation for internal and external audiences on time, to a high quality
- Ensure compliance with all Red Cross policies including Ethical Framework, Workplace Health and Safety, Child Protection, Privacy, Information sharing and storage
- Other as reasonably requested by the program manager

■ Position Selection Criteria

Technical Competencies

- Specialist knowledge and experience working with Aboriginal and Torres Strait Islander peoples
- Minimum 2 years' experience working with people involved with a Justice system and a demonstrated understanding of their needs and aspirations
- Capacity to work within a strengths based approach and apply trauma informed practice principles
- Experience working within a Community Development Framework, bringing together diverse stakeholders to create a responsive, impactful program
- Experience, or understanding of, managing volunteers and commitment to providing a positive volunteer experience
- Strong knowledge of ACT Justice policies, procedures and avenues of influence, or proven ability to acquire quickly
- Ability to listen, reflect, support and relate to people in a non-judgemental and culturally sensitive manner and with an awareness of your own value base
- Highly developed written and verbal communication skills, including an ability to collaborate with government and non-government bodies
- Excellent organisational, administrative, and record management skills
- Experience in program design with ability to identify and act on development opportunities
- Willingness and ability to support the Fundamental Principles of the Red Cross Movement
- Self-starter with proven ability to work independently

Qualifications/Licenses

- Relevant tertiary qualifications, or equivalent experience, in Justice sector, Community Services, Social Welfare, or similar
- Current driver's license
- Ability to satisfy a Police Check and obtain an ACT Working with Vulnerable People Card with no conditions
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters