

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Cultural Engagement Officer	Department	Birth Family Advocacy Support Service
Location	Garran, ACT	Direct/Indirect Reports	Manager, Birth Family Advocacy Support Service
Reports to	Manager, Birth Family Advocacy Support Service	Date Revised	
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0004797

■ Position Summary

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 volunteer opportunities for Aboriginal and Torres Strait Islander people.

The Birth Family Advocacy Support Service supports families of children and young people involved with Child and Youth Protection Services (CYPS) by providing information and capability development as they navigate child protection and children's court systems and processes.

The Birth Family Advocacy Support Service Cultural Engagement Officer is responsible for ensuring the Service is culturally competent when working with families of all cultural backgrounds engaged in the child protection system. The Cultural Engagement Officer will also act as a relationships manager between Aboriginal and/or Torres Strait Islander families and the Service and establish a strong working relationship with stakeholders within the sector engaged in work with Aboriginal and/or Torres Strait Islander community members.

■ Position Responsibilities

Key Responsibilities

- Provide a point of contact between case workers of the Service and families of various cultural backgrounds to ensure a culturally competent and safe interaction
- Assist the caseworkers of the Service to provide information and advocacy support to birth families involved with Child and Youth Protection Services and the Children's Court in a culturally competent manner
- Facilitate cultural awareness/competency training and any other training as required to Service staff and collaborate with training facilitation team for court workshops
- Provide support for Aboriginal and/or Torres Strait Islander families of the Service at the Children's Court as required
- Complete and contribute to accurate Service reporting as required
- Establish and maintain productive relationships with relevant stakeholders and other service providers across the sector within the region

- Ensure that Service responses are developed in a culturally responsive manner that maximises the involvement and decision making of local people
- Identify and respond to the Service and project risks in conjunction with the Service manager

■ Position Selection Criteria

Technical Competencies

- Experience working with parents and families of Aboriginal and/or Torres Strait Islander ancestry, and a demonstrated understanding of their needs
- Strong cultural awareness of varying cultures that reside within the region
- Ability to assist caseworkers to listen, counsel and relate to families in a non-judgemental and culturally sensitive manner
- An awareness of your own value base
- Professional skills and experience in empowerment, problem solving, written and verbal communication, including ability to communicate in a confident, assertive, and non-aggressive manner and ability to manage conflict
- Organisational, administrative, record management skills
- Experience working within a Community Development Framework
- Capacity to work within a strengths based approach and apply trauma informed practice principles
- Willingness and ability to support the Fundamental Principles of the Red Cross Movement

Qualifications/Licenses

- Relevant tertiary qualifications, or equivalent experience, in Community Services, Social Welfare, or similar; and/or relevant work experience
- Current driver's license
- Ability to satisfy a National police check and obtain an ACT Working with Vulnerable People Card with no conditions
- Intensive and extensive cultural responsiveness training or demonstrated willingness to undertake

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 record of accomplishment 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