



## POSITION DESCRIPTION

<b>Position</b>	Wilam Support Service Case Worker	<b>Position Number</b>	CEB031
<b>Reports to</b>	Team Leader	<b>Direct Reports</b>	N/A
<b>Status</b>	Ongoing	<b>Time Fraction</b>	Full time
<b>Award</b>	SCHCDSI Level 4	<b>Location</b>	Preston

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## POSITION SUMMARY

This position is funded by the North Metro Aboriginal Transition Support Service to provide supports to Aboriginal people experiencing – or at risk of experiencing homelessness.

The Community Member's needs will be assessed by the worker, and then provide with case management support – which may include counselling, crisis resolution, personal care, life skills training, information, and advocacy and/or assistance with accessing appropriate long-term housing and training and employment opportunities.

The client group for this service is Aboriginal people who are experiencing homelessness or at risk of homelessness, including singles, couples and families, Elders, women, and children who are experiencing family violence, and young people aged between 16 and 25 years. Support can be provided irrespective of a persons' existing living arrangement. This could include those residing in rooming houses, transitional housing, squats, and other informal arrangements.

## KEY RELATIONSHIPS

*Internal:* Community Engagement staff, broader VACCA programs, staff, management & leadership.

*External:* Aboriginal and mainstream support services, Community members, children and families.

## KEY SELECTION CRITERIA

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



- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and the capacity to take a leadership role in championing these internally and externally
- 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
- Demonstrated experience in working and engaging with Aboriginal families and children/  
Demonstrated experience in child and family sector - An understanding of Aboriginal culture and the issues facing Aboriginal people today, particularly in relation to homelessness. - An ability to work in a culturally appropriate and respectful manner with the Aboriginal community.
- Demonstrated ability to provide support to community members who have complex needs and behaviours.
- A proven ability to negotiate and advocate on behalf of the Aboriginal community.
- An ability to undertake case management tasks, such as assessments, referrals, case planning and exit planning.
- An ability to work effectively with Aboriginal organisations, Government departments and community service organisations.
- Strong demonstrated knowledge of the housing sector.
- Strong written and oral communication skills.
- A proven ability to work independently as part of a team.

## REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.
- A relevant tertiary qualification and/or demonstrated experience in working with Aboriginal Community.
- Current employment Working with Children check card
- Clear police check

## DESIRABLE

## POSITION ACCOUNTABILITIES

- Provide a culturally appropriate support service to presenting Aboriginal Community Members who fall within the target criteria (see above).
- Provide direct case management assessment to identify appropriate case goals.
- Provide direct case support and advocacy, in line with client case goals, including referral to other VACCA, Aboriginal and mainstream services as appropriate.
- Assist members of the Aboriginal Community to access housing such as public/private housing, crisis accommodation, hostels, and transitional housing.
- Prepare written reports and other documentation as required.



**VACCA**  
Connected by culture

- Work closely with all relevant Aboriginal and Non-Aboriginal services to develop strong State-wide and regional Networks.
- Carry out duties in accordance with the philosophy, policies, work practice and protocols of VACCA.
- Participate in external meetings relevant to the program or as determined by the Team Leader.
- Participate in ongoing professional development, training, and supervision.
- Input data into the appropriate client database and be responsible for maintaining client information.

### 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.

### 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 3) level which requires mandated MARAM Family Violence Screening & Identification training and responsibilities.