

KOORI ENAGEMENT WORKER POSITION DESCRIPTION

VICTIM'S ASSISTANCE PROGRAM ST LUKE'S REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Koori Engagement Worker
Program	Victims Assistance Program
Classification	SCHADS Award Level 5 (Social Worker Class 2) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time
Hours per week	38 hours per week.
Duration	Fixed Term
Fixed term end date	30/06/2021
Location	Bendigo – St Luke's region
Reporting Relationship	This position reports directly to Team Leader Community Services.
Effective date	September 2020

Overview of program

The Victims Assistance Program aims to assist victims to effectively manage the damaging consequences of violent crime and to minimise the secondary victimisation sometimes associated with involvement in criminal justice system.

The Koori Engagement Worker will work together with local Koori organisations to provide support to clients who have been affected by violent crime. The VAP will achieve this aim by providing quality case management that meet the practical, emotional and psychological needs of the victim, prepare victims and support them to navigate the criminal justice system and establish and maintain strong work relationships with people and agencies to assist the delivery of seamless services to victims.

Workers aim to promote recovery through the provision of psychological first aid, support, information, advocacy, referrals, outreach, education, community links and use of limited brokerage funds.

The Koori Engagement worker will also work closely with local Koori organisations and develop strong working relationships with other Koori support workers from a range of settings to promote awareness of the VAP and improve referral pathways for victims of crime.

This position is based in Bendigo with regular travel throughout the Loddon region as an expectation.

Position Objectives

	Providing quality case management services that meet the practical, emotional and psychological needs of the victim, prepare victims and support them to navigate the criminal justice system.
2.	Engaging Koori organisations and community members to link with services that support victims of crime and provide support and assistance through the criminal justice processes.
3.	Work closely with local Koori organisations and develop strong working relationships with other Koori support workers from a range of agencies/organisations.

4.	Promote the Victims Assistance Program to Koori organisational and communities.
5.	Work closely with Victoria Police members including being co-located at Victoria Police Stations.

The key responsibilities are as follows but are not limited to:

1.	<p>Direct services to Koori clients:</p> <ul style="list-style-type: none"> • Identify initial needs and assess clients to ensure appropriate care planning is developed. • Provide psychological first aid, information, referral, casework, and advocacy and case management services to recent Aboriginal and Torres Strait Islander victims of violent crime. • Develop care plans in negotiation with clients. • Liaise with other service providers in relation to individual client's needs. • Provide information and assistance to clients to navigate the criminal justice system. • Provide an outreach service to clients where appropriate or required either through flexible service to clients depending on their needs or at other sites organised by Anglicare Victoria, including co-locations at other Koori services and/or Victorian Police Stations. • Document client assessment, care plans, intervention and progress on client's care plan on the electronic client information management system. • Provide services in a manner that are sensitive to each client's background and beliefs.
2.	<p>Community Education, Development and Training</p> <ul style="list-style-type: none"> • Undertake Koori VAP specific activities. • Run promotional training and professional development activities marketing the VAP program within the Koori community. • Work with relevant Koori agencies in the region to improve referral pathways. • Liaise with Koori service providers to develop and maintain links and networks. • Support and advice VAP to ensure the program is culturally competent and meets the needs of Koori communities.
3.	<p>Accountability:</p> <ul style="list-style-type: none"> • Record case notes and other client information in line with Anglicare Victoria standards and practice. • Complete reporting as needed. • Undertake professional development and supervision. • Participation in the development and implementation of a VAP Community Education plan incorporating community education,


- partnerships and community building strategies to strengthen services to victims of crime
- Participate in reporting back to Koori Victim's Assistance Program Working Group meetings as required.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	1. Tertiary qualifications in Social Work, Human Services, clinical Mental Health, Criminal Justice or a related field and/or experience within the community sector in a trauma related field.
	2. Identify as a member of the Aboriginal and Torres Strait Islander community. Anglicare Victoria considers that being Aboriginal or a Torres Strait Islander is a genuine occupational requirement for this position under sub-s 26(3) or s 28 of the Equal Opportunity Act 2010 (Vic).
	3. A demonstrated knowledge of the issues potentially faced by people who have experienced a violent crime particularly those faced by Koori victims.
	4. Strong understanding of case management principles and experience in the provision of case management to Koori clients.
	5. Knowledge and/or existing relationships with local and regional Koori services.
	6. Capacity for, and understanding of, the importance of resilience e.g. capacity to cope within a trauma related field, perseverance to achieve goals and capacity to stay calm under pressure.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity. Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop. Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms. Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work. Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____