

HERITAGE SERVICES SUPPORT WORKER POSITION DESCRIPTION

February 2019

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	Heritage Services Support Worker
Program	Central
Hours	Casual
Hours per week	Flexible
Duration	Casual
Fixed term end date	Not applicable
Location	Central Office Collingwood
Reporting Relationship	This position reports to the Heritage Services and Redress Manager
Effective date	February 2019

Overview of program

The Heritage Services and Redress team provides information and support to past clients to access their records. These include records from Anglicare Victoria's founding agencies prior to 1997, The Mission of St James and St John; St John's Homes for Boys and Girls and The Mission to the Streets and Lanes, as well as St Luke's Anglicare which merged with Anglicare Victoria in 2014.

The program plays a vital role in ensuring the systems to support accuracy of client file archiving are robust and works with regional teams to educate them on these systems.

Historical claims of abuse in care are also managed by the program through a trauma informed process that offers support, redress or compensation and a direct personal response to the claimant.

Position Objectives

1.	Ensure records are managed and archived accurately to enable a timely response to any enquiries.
2.	Advice and support is available to regional teams to access records as required.
3.	Record requests are responded to in a prompt, professional and respectful manner.
4.	Appropriate referrals for support are made for heritage clients as required

Key responsibilities

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


1.	Assist with management of archives and accurate record keeping.
2.	Manage sensitive information and ensure confidentiality of all client file information.
3.	Respond to requests for client files from past clients.
4.	Assist with preparation of files in response to enquiries from past clients.
5.	Other duties related to the program 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 brief written response to the role specific requirements. Each of the role specific criteria are to be addressed (no more than 1 page in total).

 Role Specific	1. Relevant qualifications in records management or social sciences and/or experience in a similar role. Knowledge of the history of institutional care in Australia will be of benefit to this role.
	2. Demonstrated attention to detail and database experience.
	3. Excellent computer skills in Microsoft Excel and Word.
	4. Ability to manage sensitive information and maintain confidentiality.
	5. Well organised with a demonstrated ability to take initiative and work independently.

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.

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.

Conditions of employment

- An attractive remuneration package will be negotiated with the successful applicant. 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 Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____

**BETTER
TOMORROWS**