

POSITION DESCRIPTION

Position	Support Worker - Family Violence
Reports to	Team Leader
Direct Reports	N/A
Status	Casual / Weekend Shifts
Location	Morwell

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organisation of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 700 staff and delivers more than 70 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing.

Central to VACCA's work is the importance of connection to family, community and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA will play a key role in the process of transitioning the care and case management of Aboriginal children from government and non-Aboriginal organisations to Aboriginal community-controlled organisations following the recent decision of the Victorian Government.

VACCA is implementing cultural therapeutic ways which is an agency wide framework that underpins our work with the community, our clients and staff

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

PROGRAM AREA

The Morwell VACCA team works with families to promote family wellbeing, participation in the broader community and access to relevant services. The team provides families with a range of options for culturally responsive support in times of need, with a focus on positive parenting and family interaction to promote children's development.

Orana Gunyah, meaning 'Welcome, Place of Shelter' is a program response to a service gap for Aboriginal women and children who are escaping or experiencing family violence.

Orana Gunyah situated in Morwell, Gippsland will provide a suite of crisis accommodation and support services to women and their accompanying children from across the state. The cluster model facility will provide short term accommodation for up to five women and their children at a time. In addition to the five self-contained units, the site provides a staff support facility enabling the site to operate 24 hours a day, seven days a week and for support services to be delivered on site (case management, outreach, advocacy and referral). The tenancy and property management responsibilities for the five units are provided by our partner Community Housing Limited.

POSITION SUMMARY

The Support Worker will oversee the operation of Orana Gunyah during afterhours, weekend and sleepover shifts. The Support Worker is responsible for ensuring the safety and security of residents, including but not limited to;

- providing a culturally appropriate response to Aboriginal women and children who are experiencing or escaping family violence.
- monitoring the site; signing in visitors and restricting access of known perpetrators
- engaging with clients, including setting out and packing up activities.
- raising urgent maintenance requests.
- liaising with On-call staff.
- contacting and engaging police or emergency services.

KEY RELATIONSHIPS

Internal: VACCA clients, Family Violence Case Management team, VACCA Senior Management.

External: Support agencies, Emergency services, etc.

KEY SELECTION CRITERIA

- 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.
- 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.
- Understanding of family violence issues and the impacts on Aboriginal women children and families.
- Established strong organisational abilities and interpersonal skills, including the capacity to negotiate and work effectively with a range of individuals. The ability to apply a flexible, non-judgmental and empowering approach to clients and service delivery.
- Well-developed decision-making and solution focussed skills.
- Ability to work independently with a degree of leadership that includes the paramount responsibility for the safety and security of the residents and staff on site.
- Competent in the application and use of Microsoft word applications and other data systems.
- Interpersonal skills, and sound verbal and written communication skills. Including the ability to prepare relevant documentation and completion of forms.
- A thorough understanding of confidentiality and mandatory reporting provisions.
- Ability to speak in a culturally appropriate, respectful manner and delivers clear messages to clients and community members and other staff
- Capacity to work flexible hours and to participate in an on-call roster.

DESIRABLE:

- Sound knowledge of the Family Violence Protection Act 2008, Information Sharing and Multi Agency Risk Assessment Framework (MARAM)

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working with Children Check card, and a National Police Check.
- Current COVID-19 vaccination (prior to commencement)

POSITION ACCOUNTABILITIES

DIRECT SERVICE DELIVERY

- Ensure the safety and security of residents and staff at Orana Gunyah, monitoring of the site, restricting access of known perpetrators, engaging police or emergency services.
- Ensure the guidelines of the site are maintained including meeting OH&S expectations.

- Assist in regular and ongoing contact with women and children at locations where they are most comfortable and safe.
- Respond appropriately to the diverse needs of women affected by family violence including the need for safety, building self-esteem and enhancement of coping skills.
- Be responsible for maintaining the cleanliness of all admin areas including sleepover quarters for the next shift worker
- Participate and assist in Group work and activities with clients.

ADMINISTRATION

- Receive and provide a thorough handover at the beginning and end of each shift and ensure all processes are followed to so all relevant information is passed on.
- Accurate record keeping, including communication notes to case managers, and completing forms and reports for OH&S and other requirements.
- Attend regular team meetings and other forums as required.
- Engage in regular Supervision with the Team Leader.
- Ensure strict privacy, confidentiality and client record standards are kept according to program expectations
- Undertake other duties as directed.

PROGRAM DEVELOPMENT

- Participate in local, regional and other network meetings encompassing issues and current initiatives addressing family violence.
- In conjunction with other team members undertake program promotion, presentations, community education and training activities.
- Assist in the development and implementation of new projects or initiatives relevant to supporting women and children who have experienced family violence.

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 in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your 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.

OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events
- Undertake other duties as directed

To perform the duties of the part-time position effectively you may be required to work additional hours or vary your working times, on any day of the week, as appropriate and necessary from time to time. There is no paid over time, however, time in lieu arrangements will be negotiated as required with the Team Leader and/or Senior Program Manager.

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.