



# Position Description

Position Identification			
<b>Position Title:</b>	Koori Engagement Worker, Victims Assistance Program, Hume Region		
<b>Direct Reports</b>	0	<b>Indirect Reports:</b>	0
<b>HRIS Position Number:</b>	1629	<b>Effective Date:</b>	July 2017
<b>Location:</b>	Hume office (Wangaratta) with outreach and potential colocations with Aboriginal and Torres Strait Islander organisations and Victoria Police as directed		
<b>Scope of Practice:</b>	Victims Support Worker Scope of Practice		
<b>Delegation of Authority:</b>	Refer to Delegation of Authority Policy		
<b>Agreement/Classification</b> *For HR use only	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement <ul style="list-style-type: none"> <li>SACSE Level 5</li> </ul>		
Organisational Context			
<b>Divisional:</b>	Family & Community		
<b>Program:</b>	Victims Assistance Program	<b>Unit:</b>	Victims Assistance Program
<b>Organisational Chart</b>	<pre> graph TD     GM[General Manager, Family and Community] --&gt; M[Vicims Assistance program]     M --&gt; CE[Community Educator]     M --&gt; AA[Administrative Assistant]     M --&gt; C[Counsellor]     M --&gt; IC[Intake Co-ordinator]     M --&gt; TL1[Team Leader Victims Assistance Program]     M --&gt; TL2[Team Leader Victims Assistance Program]     IC --&gt; VSW1[Victims Support Worker]     TL1 --&gt; VSW2[Victims Support Worker]     TL2 --&gt; VSW3[Victims Support Worker]     TL2 --&gt; KEW[Koori Engagement Worker]           </pre>		
Position Summary			
<p>Merri Health is the provider of the Victims Assistance Program (VAP) across the Northern Metropolitan and Hume regions. The VAP is funded by the Department of Justice and Community Safety, and is operated by a network of agencies across Victoria that provide services and support to victims of violent crime against the person.</p> <p>The Koori Engagement Worker will work together with local Aboriginal and Torres Strait Islander and main stream organisations to participate in community engagement activities and provide support to clients who have been affected by violent crime.</p> <p>The Koori Engagement Worker provides a range of support functions to clients who have been affected by violent crime which may include intake, supportive counselling, case management, and case work. VAP employees 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. As the program covers a large region, workers may be co-located at other Community Organisations across the region. VAP employees will be supported by their Team Leader and will work with management to develop and review the VAP.</p>			



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## Position Accountabilities

### Responsibilities

#### **Direct Services to Aboriginal and Torres Strait Islander Clients**

- Working autonomously while under general direction and as part of a team provide an accessible, efficient and effective VAP case management service for victims of violent crime at Merri Health by the provision of casework to Aboriginal and Torres Strait Islander clients including: intake, assessment, case plan development, advocacy, education and referral of clients to relevant services for support needs
- Provide case management including: managing complex needs clients, attending relevant meetings, maintaining case based links and networks
- Provide direct, structured and practical support including the use of brokerage funds
- Provide centre based and outreach services
- Plan, run and evaluate group programs for Aboriginal and Torres Strait Islander clients if required
- Undertake other duties appropriate to this position

#### **Community Education, Development and Training**

- Undertake Aboriginal and Torres Strait Islander VAP specific activities
- Liaise with Aboriginal and Torres Strait Islander organisations, VAP staff and other relevant services and disciplines
- Run promotional, training, and professional development activities marketing the VAP program within the Aboriginal and Torres Strait Islander community
- Work with relevant Aboriginal and Torres Strait Islander agencies in the region to improve referral pathways
- Liaise with internal and external Aboriginal and Torres Strait Islander service providers to develop and maintain links and networks to strengthen services to victims of crime
- Support and advise VAP so the program is culturally competent and meets the needs of Aboriginal and Torres Strait Islander communities

#### **Accountability**

- Record case notes and other client information in line with Merri Health standards and practice
- Complete reporting as needed.
- Undertake professional development and supervision
- Participate in yearly staff and program reviews
- Participation in the development and action of a VAP Community Education Plan incorporating community education, partnerships and community building strategies to strengthen services to victims of crime
- Participate in and report back to the State Wide Victims Assistance Program Koori Network Meetings as required

#### **Other Merri Health Activities**

- Contribute to other relevant Merri Health activities
- Work within Occupational Health and Safety standards within the organisation
- Work within Organisational and Program policies and procedures

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	<p>organisation</p> <ul style="list-style-type: none"> <li>• Work within Organisational and Program policies and procedures</li> </ul> <p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>• Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends</li> <li>• Undertake any reasonable additional tasks as directed by Merri Health.</li> <li>• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligation</li> <li>• Practice complies with professional registration, national code for health care workers and delegated scope of practice</li> </ul>
<p><b>Safety and Risk</b></p>	<p><b>Occupational Health &amp; Safety (OHS)</b></p> <ul style="list-style-type: none"> <li>• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks</li> </ul> <p><b>Physical Inherent requirements (PIR)</b></p> <ul style="list-style-type: none"> <li>• Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions</li> <li>• Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes</li> <li>• Sound upper limb joints, with the ability to withstand repetitive upper limb activity</li> <li>• May be required to occasionally lift and carry items weighing up to 10kgs</li> </ul> <p><b>Quality &amp; Risk</b></p> <ul style="list-style-type: none"> <li>• Be proactive in risk identification, notification and management</li> <li>• Comply with Merri Health’s policies and procedures</li> <li>• Participate in quality improvement activities and engage clients in these activities when relevant.</li> </ul> <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the GLBTIQ community to join our workforce.</i></p>
<p><b>Capabilities</b></p>	<p>All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can found within Merri Health’s Capability Matrix.</p>
<p><b>Key Selection Criteria</b></p>	
<p><b>Essential</b></p>	<ul style="list-style-type: none"> <li>• Tertiary Qualification in Social Work or other related discipline and/or appropriate professional experience, skills and training</li> <li>• This is a designated Aboriginal and Torres Strait Islander position and can only be appointed to a person who identifies as Aboriginal or Torres Strait Islander</li> <li>• Case management and Casework experience with Aboriginal and Torres Strait Islander clients</li> </ul>



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	<ul style="list-style-type: none"><li>• An understanding of issues for Aboriginal and Torres Strait Islander people affected by crime</li><li>• Effective interpersonal communication skills (verbal and written)</li><li>• Time and stress management skills</li><li>• Demonstrated experience working in a community organisation</li><li>• Experience and ability to work as an effective team member</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>• Knowledge and / or existing relationships with local and regional Aboriginal and Torres Strait Islander services</li><li>• Specialist trauma training</li><li>• Experience and knowledge of individual, relationship and group counselling, utilising a variety of intervention methods, and the development of on-going support structures for the client's benefit</li><li>• Experience working with children, young people and families</li><li>• An understanding of the criminal justice system</li><li>• Knowledge of Information Technology systems and software such as Microsoft Word, Excel, Outlook and Resolve</li></ul>
<b>Checks, Licences and Registration</b>	<ul style="list-style-type: none"><li>• National Police checks (NPC) – including Victoria Police National Police Record Check including fingerprinting and completion of other required documentation for police co-locations</li><li>• Working with Children check (WWCC)</li><li>• Current full or probationary Drivers Licence</li><li>• Statutory Declaration</li><li>• Immunisation Category B</li></ul>