



Position Description

Position title:	Access & Support Worker
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Level 4
Reports to:	Social Support Program Manager
Status:	Part Time – 0.6 FTE to 0.8 FTE (3 days or 4 days)
Date updated:	January 2026

Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

Job Purpose

Mullum Mullum Indigenous Gathering Place (MMIGP) is a strong, proud, culturally connected and self-determined Aboriginal Community Controlled Organisation in the Eastern Metropolitan Region (EMR). Our purpose is to provide a safe and welcoming environment for people to connect with culture, learn new skills and contribute to community health and wellbeing.

The Access and Support Worker plays a key role in improving access, advocacy and culturally safe support for Aboriginal and Torres Strait Islander clients who are eligible for the Home and Community Care Program for Younger People (HACC PYP), Commonwealth Home Support Program (CHSP), My Aged Care and NDIS support services. The role provides targeted and episodic support at critical stages of the care pathway, assisting community members to navigate complex service systems and connect with appropriate supports that enhance independence, wellbeing and quality of life.

Working closely with local Aboriginal organisations, government agencies, health providers and community services across the Eastern Metropolitan Region (EMR) of Melbourne, the position supports clients to access culturally responsive aged care, disability and community support services. The role also develops strong partnerships and knowledge of local services to strengthen service coordination, advocacy and referral pathways, while promoting Aboriginal cultural identity, self-determination and community connection through culturally informed programs, activities and support.

**HACC PYP provides basic support and maintenance services for Aboriginal and Torres Strait Islander people aged under 50 who experience difficulty performing the activities of daily living and their carers to help them remain independent at home and in the community.*

***CHSP supports Aboriginal and Torres Strait Islander people (50 years and over) who need assistance with daily living to remain living independently at home and in the community.*



Key Responsibilities

- Promote and increase participation in the HACC PYP and CHSP programs and provide information to EMR Indigenous community about the Access and Support Program.
- Demonstrated knowledge and experience in aged care, disability and NDIS service systems, including the ability to support Aboriginal and Torres Strait Islander clients to navigate My Aged Care, CHSP, HACC PYP and NDIS pathways, access appropriate services, and advocate for culturally safe and responsive supports.
- Develop effective links and establish respectful relationships with EMR Indigenous community members.
- Liaise closely with the Aboriginal Community Controlled Health Organisations (ACCHOs), community health services, the Department of Health (Vic & Commonwealth), Indigenous health peak bodies and other agencies to meet the needs of community members and participants.
- Promote and strengthen Aboriginal cultural identity in the EMR, by working collaboratively to develop programs and processes that meet the health and social emotional wellbeing needs of Aboriginal community.
- Use an early intervention/assertive approach to consult, engage, develop respectful relationships, identify access issues and actively seek feedback from individuals to inform service responses.
- Maintain current knowledge of the local service system, actively develop and maintain links with HACC PYP, CHSP and other service providers through networking and work proactively and collaboratively
- with service providers to better meet the diverse needs of eligible individual clients.
- Develop, implement and monitor Access and Support programs and outcomes to ensure they meet the reporting expectations of MMIGP and funding agency expectations.
- Maintain a confidential register of participants which includes detailed and accurate client contact details that are regularly updates and other relevant records as required.
- Work collaboratively with MMIGP Leadership Team and other MMIGP program workers, community groups and other stakeholders in order to meet the needs of the Access and Support clients.
- Ensure that all required documentation is completed within designated timeframes, is of a high professional standard and meets legislative and organisational requirements.
- Comply with all MMIGP policies, code of conduct, procedures and practices, external funding body requirements and legislation.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.
- Any other duties as directed by the Programs Manager or CEO where required.

Key Selection Criteria

- Demonstrated understanding of the Victorian Aboriginal community and the ability to engage effectively with Aboriginal people.
- Understanding of the specific cultural and historical issues that impact on Aboriginal clients, particularly in response to intergenerational trauma and the Stolen Generations.
- Demonstrated knowledge and understanding of culturally appropriate community engagement principles and cultural processes.
- Demonstrated experience, knowledge, and ability in developing, implementing and delivering Community and or cultural development programs.
- Demonstrated knowledge of Home and Community Care Program for Younger People (HACC PYP) and the Commonwealth Home Support Program (CHSP).



- Demonstrated knowledge of My Aged Care and NDIS service
- Demonstrated liaison and networking skills and ability to work with other organisations, services and agencies.
- The ability to advocacy on behalf of clients by providing sound advice and assistance based on knowledge and experience.
- Demonstrate proficient computer skills and IT knowledge.
- Availability to work flexible hours including afterhours where required.

Required

- Minimum Certificate IV in Community Services/Development and or equivalent experience in working as an Access and Support Worker and or other related community support services.
- A current first aid certificate or willingness to obtain once employed
- A current or willingness to obtain a Working with Children Check and National Police Check
- A current Victorian Driver's License
- Available to work flexible hours including weekends, school holidays and afterhours where required

Personal Attributes

- Client and Community focused
- Culturally aware and inclusive
- Strong team player with effective interpersonal skills
- Ability to make sound and timely decisions
- Exceptional written and verbal communication at all levels
- Strong organisational skills and high working ethics
- Attention to detail and results orientation
- Problem solving and solutions outlook together with self-initiative

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