

Position Description

Position Title:	Redress Support Worker
Service/Program:	Victorian Redress Scheme (VRS), Open Place
Approved By:	General Manager Operations
Date Effective:	October 2025

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years’ service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to provide effective and efficient Redress Support Services to Forgotten Australians applying for or considering applying for the Victorian Redress Scheme.

The Victorian Redress Scheme (VRS) was established by the Victorian Government following, Premier Jacinta Allan’s formal Apology in Parliament on Thursday 8 February 2024, to Victorians who experienced abuse and neglect as children in institutional settings before 1990. The VRS specifically provides Redress for those who experienced non-sexual forms of abuse.; however, applicants often disclose experiences of childhood sexual abuse whilst engaged in the service.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA), but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

Position Specifications

Service: Open Place

A support service for Victoria’s Forgotten Australians/pre-1990 care leavers. The service coordinates and provides direct assistance to people who grew up in Victorian orphanages and children’s homes prior to 1990. The service helps people to deal with the legacy of their childhood experiences and to support them to improve their health and wellbeing.

Line manager	Senior Manager
Manages	Nil
Key external liaison	State Forgotten Australia Networks; Care provider agencies and other advocacy and representative groups.
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

The Redress Support Worker will utilise a trauma and care informed lens to provide support Forgotten Australians applying to the Victorian Redress Scheme. Support workers make the processes of applying for redress as client-centred and accessible as possible, to enable applicants to complete the optimum application for their circumstances. The role provides direct client service delivery as required, stakeholder and partner engagement. The role will include some regional outreach, which may require overnight stays, to ensure accessibility across the state.

Key Result Areas (KRAs)

Area	Tasks
Service delivery	<ul style="list-style-type: none"> • Provide timely, clear, accurate and relevant information to the person in the application making process. • Provide referrals to legal and other relevant support services to ensure the person making the application has the best specialist advice. • Provide assistance with filling out the application form when requested.

	<ul style="list-style-type: none"> • Provide assistance and encouragement to build the capacity of the person in the application making process to achieve their goal. • Support Forgotten Australians to participate in the Personal Acknowledgement and Apology process associated with the VRS • Demonstrated ability to work with empathy and compassion whilst maintaining professional boundaries.
Community/service liaison	<ul style="list-style-type: none"> • Attend relevant stakeholder meetings • Work with the team to promote the VRS to the wider Forgotten Australian community
Program accountability	<ul style="list-style-type: none"> • Participate as required in regular and formal clinical supervision with the Clinical Coordinator Counselling and Redress. • Work with the Senior Redress Worker, and Clinical Coordinator Counselling and Redress, to ensure the role's allocated monthly targets are met. • Maintain accurate statistical data as required by RAV and the Department of Families Fairness and Housing (DFFH) and ensure such data is made available according to reporting arrangements and as required. • Participate in regular team meetings and regular professional development opportunities.
Confidentiality and privacy	<ul style="list-style-type: none"> • Maintain client confidentiality in accordance with RAV and Open Place Policies and Procedures and Privacy legislation. • Ensure case recording of client and family information is in line with RAV Policies and Procedures.
Policies procedures and systems	<ul style="list-style-type: none"> • Comply with policies, procedures and systems as required. • Model the organisation's values and contribute to the workplace culture. • Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	<ul style="list-style-type: none"> • Demonstrate commitment to team / centre objectives and strategic priorities. • Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	<ul style="list-style-type: none"> • This position description is not an exhaustive list of responsibilities. • Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. • You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

- Provision of quality Redress support services to Forgotten Australian who have survived immense childhood disruption and ongoing trauma
- Demonstrated commitment to working collaboratively and the capacity to professionally negotiate and liaise with a broad range of stakeholders
- Participation as required in clinical supervision (individual and group) and completion of professional practice development
- Prompt reporting as required of notifiable incidents to Open Place management

Key Selection Criteria (KSC)

Mandatory KSC:

- An appropriate tertiary qualification in social work or a related field and/or demonstrated experience in working with survivors of institutional 'care'.
- Awareness and understanding of the Victorian Redress Scheme (VRS) established by the Victorian Government following, Premier Jacinta Allan's formal Apology in Parliament on Thursday 8 February 2024, to Victorians who experienced abuse and neglect as children in institutional settings before 1990
- Demonstrated ability to provide support services to adults who have experienced childhood trauma and its lifelong impact.
- Commitment to working with disadvantaged community members, particularly adults who grew up in institutional 'care'.
- Demonstrated experience in working collaboratively and negotiating with stakeholders.
- Excellent verbal and written communication skills and negotiation skills with the capacity to engage effectively with clients over the telephone for extended periods of time.
- Previous experience in therapeutic work.
- Satisfactory National Police Check, Working with Children Check and International Police Check (if applicable).

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

- A current Victorian Driver's License.

Desirable KSC:

- Knowledge of the history and context of the challenges faced by Forgotten Australians
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We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.