

Case Manager – Community Employment Program

EMPLOYMENT DETAILS			
Role type	Fixed Term	Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Hours per week	Full time	Pay Classification	Grade 4 .1
Reports to	Program Manager – Community Employment	Secondary Report	Director of Human Resources
Additional Benefits	Access to Salary Packaging		

ORGANISATIONAL CONTEXT	
Bendigo & District Aboriginal Cooperative (BDAC) is an Aboriginal Community Controlled Organisation (ACCO). BDAC is registered as a member under the umbrella of Victorian Aboriginal Community Controlled Health Organisation (VACCHO) and represented nationally through National Aboriginal Community Controlled Health Organisation (NACCHO). BDAC was founded in 2001 to represent and provide services to Aboriginal and/or Torres Strait Islander people living on Djaara Country (djandak) in Central Victoria. BDAC has a responsibility to ensure growth of services, development of our Aboriginal and Torres Strait Islander Community, better and improved health outcomes for our People, improved quality of life, and be a lead agency in providing self-determination, employment and career pathways for Aboriginal and/or Torres Strait Islander People.	

LOCAL WORK ENVIRONMENT

BDAC provides a range of specialist services for Community living on Djaara Country including a Medical Clinic, Health and Wellbeing, Family and Community Services, and Kindergarten.

POSITION OBJECTIVE

As a Case Manager – Community Employment you will contribute to the objectives included in BDAC's new employment assistance program. The program will deliver a central liaison and connection service between the Aboriginal and/or Torres Strait Islander Community, mainstream employment services and employers, as part of a holistic and culturally safe employment support service.

This role will lead efforts to empower and strengthen the employability of Aboriginal and Torres Strait Islanders living on Dja Dja Wurrung Country and assist them to find meaningful and sustainable employment and training opportunities, with a particular focus on Youth, early school leavers, people in the justice system, parents looking to enter / re-enter the workforce and Elders.

The objective of the program is to support sustainable employment by delivering key wrap around services including:

- Increased employment opportunities for First Nations Peoples
- Expanding occupational skills/education/training/mentoring
- Career Path Planning
- Provision of work experience
- Mentoring
- Supporting candidates to become 'Work Ready'
- Work with employers to understand cultural safety

This role will support clients based on a case management and mentoring model and will be required to build strong relationships with employment agencies (and other relevant stakeholders) and employers to develop effective strategies for job placement and retention.

The Case Manager will effectively and proactively contribute to the program to ensure it meets the needs of the Community and the objectives of the program, as set out by the National Indigenous Australians Agency (NIAA) who are the project sponsors.

BDAC'S VISION AND CORE VALUES

Empowered generations belonging to strong families, culture and community

Our Lore refers to the stories, customs, beliefs, and spirituality of our People. Our Lore guides our work and has been passed down through generations by our ancestors and knowledge holders.

Our five LORE principles are:

- We keep our focus on Community priorities
- We are brave
- We think outside the box
- We create a safe, caring, and supportive environment
- We are accountable

Please refer to our <https://www.bdac.com.au/our-strategy> for further information about our underlying principles within the BDAC Strategy.

KEY POSITION RESPONSIBILITIES

Primary Responsibilities

1. Client Support and Case Management

- Create a culturally safe place for Aboriginal and Torres Strait Islander people who are looking for employment or education.
- Actively support jobseekers to address barriers to employment through a wraparound case management approach, using both internal and external resources.
- Ensure the program actively works alongside participants to help them achieve their employment or training goals.
- Provide practical support to program participants, including support with resume writing, interview preparation, career counselling and job search strategies.
- Coordinate and facilitate training workshops, seminars, and job readiness programs to equip participants with essential job skills.
- Collaborate with external training providers and educational institutions who can offer tailored vocational training, certification programs, and adult education classes to meet the needs of program participants.
- Liaise with government agencies and community organizations to connect clients with additional support services, such as housing assistance and financial literacy training, to remove barriers to employment.
- Manage program brokerage within budgets.
- Manage case managers and mentors who will deliver the program.
- Work from a culturally sensitive, community development framework.

	2. Stakeholder Engagement - Engage with the Aboriginal and Torres Strait Islander Community and other programs at BDAC to promote, and engage participants in, the program. - Develop relationships with internal stakeholders to strengthen internal referral pathways for participants who are ready to engage in education, employment or training. Work collaboratively across the organisation to meet Community needs. - Cultivate relationships with local job placement agencies (and similar) to leverage existing resources and provide support to job seekers already engaged with Government programs. - Act as a referral pathway to job placement agencies and support participants as they engage with such services. - Cultivate relationships with educational institutions (e.g., group training providers, TAFE and universities) to facilitate education and training opportunities. - Engage with employers to promote the program and the career day. - Engage with employers who are seeking to employ First Nations People (e.g., cadetships) and seek out opportunities. - Work closely with employers to provide ongoing support to ensure successful placement and retention of program participants. - Promote cultural awareness and inclusion with employment partners and employers to create a supportive environment for participants. - Coordinate cultural awareness training for employers who engage participants, using BDAC trainers. - Participate in organisational meetings and activities and work collaboratively with internal and external stakeholders. - Deliver a BDAC career day, annually. 3. Compliance and Reporting - Ensure compliance with grant requirements, funding requirements, and reporting deadlines, maintaining accurate records and documentation to support program activities and expenditures. - Utilise data collection systems to track program outcomes, participant demographics, and employment metrics, ensuring accurate and timely reporting to funders and stakeholders, as required. - Upload information to DEX in a timely and accurate manner. - Comply with all OHS and Child Safe frameworks. - Undertake any other reasonable duties as requested by your manager.
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Response to Family Violence	This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) as: Tier 4 Identification and Screening training and responsibilities
General Responsibilities	• Uphold BDAC's Values, Code of Conduct, and all relevant policies and procedures. • Engage in supervision, professional development, and continuous quality improvement (CQI) activities. • Attend team meetings, staff meetings, and community events as required. • Comply with legislative and regulatory obligations. • Identify and report risks promptly to your line manager, including completing incident reports via LogiqcQMS. • Collaborate effectively within a team to meet performance and development goals in line with BDAC's program requirements. • Follow reasonable directions from BDAC management. • Maintain a safe work environment in accordance with BDAC's Occupational Health and Safety (OHS) policies.

COMMITMENT TO SAFETY

- BDAC has zero tolerance to all forms of violence.
- BDAC is committed to service delivery and a work environment that prioritises equity and diversity and actively supports inclusion. We aim to ensure every individual is treated with dignity and care with respect to their cultural background, ability, ethnicity, gender identity, sexual orientation, age, caring responsibilities, spirituality, or religion.
- BDAC is committed to the Child Safety Standards and believes that all children and young people have the right to be children and live free of abuse and neglect, so they can grow, learn, and develop. Everyone within BDAC is responsible for ensuring a culture of child safety, preventing child abuse.
- BDAC is committed to the health and wellbeing of its employees and stakeholders. Everyone within BDAC is required to foster a workplace that is safe and healthy that is free from all forms of harassment, bullying, and discrimination.

KEY SELECTION CRITERIA

- Understanding of, and experience in, working with Aboriginal and/or Torres Strait Islander people.
- Experience in community work, preferably in the area of employment.
- Experience working within a case management model.
- Sound knowledge of relevant employment service providers including local and State Government and other related external organisations.
- Demonstrated capacity to work collaboratively with support services and agencies to facilitate referrals for jobseekers to address non-vocational barriers to employment.

- Experience engaging with employers and industry to obtain sustainable employment placements and providing post-placement support to employers.
- Excellent interpersonal skills, capacity to work as part of a team and autonomously with minimal supervision.
- Demonstrated capacity to develop collaborative relationships and network across professional and organisational boundaries.
- Compliance focused with strong administrative skills including maintaining up-to-date records and meeting all contractual / funding requirements.
- Demonstrated leadership that leads to a healthy work environment, client growth and retention and attains best possible outcomes for the program and community participants.
- Strong interpersonal skills and cultural competency, with the ability to engage effectively with individuals from diverse backgrounds and build trust-based relationships.

Preferred/ desired Education, Training and/or Competencies

- Previous experience working with Aboriginal and/or Torres Strait Islander community members or in an Aboriginal organisation.
- Tertiary qualification in community services, social work, teaching, business administration, or a related field (preferred).
- 2+ years working in an employment related industry (preferred).
- Case management experience (desired).

CONDITIONS OF EMPLOYMENT

- Must pass a Criminal Police Record Check.
- Must pass and provide copy of Working with Children's Check (WWCC) (*or Teachers Registration if applicable*).
- Must hold current full Victorian Drivers Licence and provide a copy.
- Must have the right to work in Australia.
- Must pass an Employment History check.
- Must have and maintain a commitment to child safety, equity, inclusion, and cultural safety.
- **Vaccination Policy:** all staff are encouraged to be vaccinated against whooping cough, measles, mumps, and rubella (MMR) (*if not immune*), influenza (*annually*), hepatitis A and B, chicken pox (*if not immune*); shingles (*for eligible people*), and COVID-19. It is expected that Clinic, aged care, and djimbaya, staff will be vaccinated against the above diseases and will be required to complete a **Vaccination Consent Form**. It is also expected that Clinic staff will be vaccinated again diphtheria, tetanus, and pertussis (DtP).



EMPLOYEE STATEMENT

I have read, understood, and accepted the above position description of the Case Manager – Community Employment Program.

EMPLOYEE NAME:

SIGNATURE:

DATE:/...../.....