

RUAH COMMUNITY SERVICES POSITION DESCRIPTION

Business Entity	Ruah Community Services
Position Title	Cultural Engagement Advisor
Division - Department	Diversity, Equity and Inclusion
Position Classification	Level 5
Reporting to	Manager, Aboriginal Engagement and Employment
Supervision of	Nil
Effective date	6 August 2026

Guided by our Vision, Mission and Values

Vision	Flourishing communities through the active participation and wellbeing of people with complex needs.
Mission	Empowering vulnerable and disadvantaged people to create meaningful change in their lives through provision of quality services.
Values	Respect, Integrity, Connection, Quality, Hope.

Diversity Statement

Everyone regardless of ability, age, culture, gender, race, sexual identity or intersex status are free to be themselves. Free to celebrate our differences. We are building a workplace where difference is embraced and encouraged.

Safeguarding Children & Young People Statement

Ruah has a zero tolerance against child abuse and are committed to the safety and wellbeing of children and young people, and their right to feel safe and be safe across all areas of our organisation.

We have a responsibility to understand the important and specific role we play, individually and collectively, to ensure that the wellbeing and safety of children and young people is at the forefront of every decision we make.

Position Intention

The Cultural Engagement Advisor provides culturally grounded guidance and support to ensure the delivery of safe, respectful, and culturally appropriate services for Aboriginal clients and families.

The role works side by side with staff, modelling culturally responsive practice, strengthening cultural capability, and fostering meaningful relationships with Aboriginal communities. The position is part of a dynamic, multidisciplinary team working across equity and inclusion more broadly, contributing Aboriginal perspectives and cultural expertise to service delivery, organisational practice, and learning.

The role also supports the delivery of cultural training and learning activities, assisting staff to build understanding, confidence, and accountability in their work with Aboriginal peoples and communities.

Key tasks, objectives, and responsibilities

Mission and Values	- Actively promoting and demonstrating behaviours and conduct that champions Ruah's values and commitment to ethical practice on behalf of clients. - Maintain confidentiality in accordance with Ruah policies. - Ensure adherence across service area to policies and procedures.
Cultural Engagement and Practice Support	- Walk alongside staff to model culturally safe, respectful, and strengths-based practice when working with Aboriginal clients, families, and communities. - Provide practical, day-to-day cultural guidance, mentoring, and advice to support staff capability and confidence. - Support teams to embed Aboriginal ways of knowing, being, and doing into everyday service delivery. - Act as a cultural point of reference for staff when navigating complex or sensitive cultural matters. - Provide consultation and advice regarding the development and implementation of cultural plans. - Provide cultural consultation to staff and leaders to support informed, culturally safe decision-making.
Community Engagement and Relationships	- Build, maintain, and strengthen respectful relationships with Aboriginal individuals, families, Elders, and community organisations. - Represent the organisation appropriately within Aboriginal community settings and forums, as required. - Support community-led and culturally informed engagement approaches. - Contribute Aboriginal cultural insight to broader equity and inclusion initiatives. - Actively participate as a member of a dynamic equity and inclusion team, contributing Aboriginal perspectives across organisational initiatives.
Learning and development	- Support the delivery of cultural training, onboarding, and learning activities. - Where appropriate, co-facilitate groups for clients focused on healing and recovery. - Contribute to the development and review of cultural learning resources. - Provide informal learning opportunities through yarning, reflective practice, mentoring, and case discussions. - Support staff to translate cultural learning into day-to-day practice.
Stakeholder Engagement	- Develop and maintain respectful and responsive relationships with relevant agencies. - Ensure the reporting requirements of stakeholder interests are delivered internally in a timely and effective manner. - Contribute to the assessment of existing stakeholder engagement strategies.
Communication	- Ensure effective two-way communication with senior management. - Ensure effective two-way communication with direct reports.

	• Provide opportunities for staff to actively participate in and engage with decisions that impact the service area.
Financial Management and Reporting	• Deliver timely reports on achievements, outcomes, KPIs and risks. • Ensure data required for funding bodies is available when required. • Report on outcomes against quality and financial indicators.
Quality and Risk Management	• Deliver services within the program area in accordance with accreditation requirements and service agreements. • Report on operational practice to identify issues relevant to the achievement of Model of Care outcomes. • Identify and report on risk issues to the Service Lead in accordance with Ruah procedures.
Safety, Security and Other Duties	• Work in a way that demonstrates and promotes positive health and safety. • Be accountable for protecting Ruah and client information security and privacy. • Share enthusiasm for and be involved with initiatives that build teams and add to the Ruah community. • This role, like all others within the community of Ruah, will undertake any other duties as required. • Report any suspicions, concerns, allegations, or disclosures of alleged abuse and neglect, by personnel as well as external individuals to management in line with Ruah's Children and Young People Reporting Policy and Procedure.

Selection criteria

Under Section 50D of the Equal Opportunity Act 1984, Aboriginality is a genuine requirement for this position.

It is expected that the successful applicant will be able to demonstrate the following:

Essential

- Demonstrated experience working with Aboriginal clients, families, and communities.
- Ability to provide cultural advice, guidance, and modelling to support culturally safe practice.
- Experience supporting cultural planning and culturally appropriate service delivery.
- Strong communication and relationship-building skills.
- Ability to work independently when required, as well as in a team, collaborating with other staff and stakeholders to share information and collectively build knowledge.
- Experience supporting or delivering cultural training or workforce learning.

Desirable

- Demonstrated knowledge and understanding of diversity and social inclusion- including gender, sexuality, disability, cultural, age, and linguistic diversity and Aboriginal culture.

Required compliance documents or certificates

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- Current drivers' license (travel to Ruah offices is an inherent job requirement)
 - National Police Certificate
 - International Criminal Check (if applicable)