

RUAH COMMUNITY SERVICES POSITION DESCRIPTION

Business Entity	Ruah Community Services
Position Title	Cultural Liaison
Division - Department	Services - Karlup
Position Classification	Level 4
Reporting to	Team Lead – Karlup Offerings
Supervision of	Nil
Effective date	19 October 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 Liaison will work within the Karlup Service team to support Aboriginal, Torres Strait Islander and Culturally and Linguistically Diverse (CaLD) clients who are receiving support from the Karlup Service. The Cultural Liaison will work closely with both internal and external stakeholders to advocate for, provide support to and ensure continuity of care for all individuals and families from a diverse cultural background.

The Karlup Service is a holistic, wraparound service model for women and children who have experienced Family and Domestic (FDV) Violence.

In Australia, 3 in 5 Aboriginal and Torres Strait Islander women have experienced physical or sexual violence by a male intimate partner. The prevalence of FDV within CaLD communities also remains high. The Karlung Service supports women and children who have experienced FDV by ensuring they are able to entirely benefit from the Karlung Service and its offerings and connect them with external services and supports to ensure they have the best possible chance of successfully re-establishing independent lives that are free from violence.

The Cultural Liaison provides culturally grounded guidance and support to ensure the delivery of safe, respectful, and culturally appropriate services for CaLD & 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 and CaLD 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.
Service Delivery and Support	- Walk alongside women and children working in a culturally safe, respectful, and strengths-based practice. - Work closely with internally referred clients from Aboriginal and CaLD communities, and their support networks, to understand their needs and provide coordinated wraparound support. - Embed Aboriginal ways of knowing, being, and doing into everyday support and service delivery. - Lead the development, implementation and review of cultural support plans where identified. - Work collaboratively with colleagues to identify areas of support needed, advocate for, and refer clients to suitable services, information and resources. - Accompany clients and their case managers to their Community Connections Meetings and partners within the community. - Contribute to MDT meetings and case management meetings relating to clients engaging with the Cultural Support offering within Karlung. - Maintain client files and accurate, up to date and quality records. - Monitor service delivery, identify issues and opportunities and contribute to continuous improvement of the Cultural Support offering. - Ensure continuous communication with the Team Lead with updates of the services provided and any issues that need to be escalated. - Prepare and actively participate in supervision with the Team Lead. - Embed a person-centered approach, in all areas of work. - Where appropriate, co-facilitate groups for clients focused on healing and recovery. - Identify cultural barriers, emerging issues and service gaps impacting Aboriginal and CaLD clients and provide recommendations to enhance service accessibility, engagement and client outcomes.

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	• Contribute knowledge in establishing procedures and work methods in delivering Cultural Support to Karlup clients. • Any other relevant tasks as outlined by the Team Lead.
Profile and Participation	• Model Ruah's mission and values by actively contributing to the positive public profile of Ruah. • Act as a champion for Ruah's model of care and the unique and critical role it plays in supporting adults, young people and children to recover and thrive.
Community and Stakeholder Engagement	• Promote and support culturally informed engagement with Aboriginal communities, Elders, community-controlled organisation and CaLD stakeholders to strengthen service responses and community partnerships. • Establish, maintain, and strengthen respectful relationships with Aboriginal individuals, families, Elders, and community organisations. • Establish, maintain and strengthen respectful relationships with Culturally and Linguistically Diverse Communities and stakeholders. • Contribute to the assessment of existing stakeholder engagement strategies.
Communication	• Ensure effective two-way communication with senior management. • Ensure effective, open and honest communication with clients at all times. • Provide opportunities for clients to actively participate in and engage with decisions that impact the service area. • Ensures effective two-way communication with peers.
Financial Management and Reporting	• Deliver timely reports on achievements, outcomes, KPIs and risks. • Ensure data required for funding bodies is available when required. • Ensure timesheets, travel claims, worker rostering, worker expenses and other administration data are processed in accordance with organisational policy and procedures. • All other relevant administration tasks as required.
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 Karlup's Model of Care outcomes. • Identify and report on risk issues to the Team 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.

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| | <ul style="list-style-type: none"> 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. |
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Selection Criteria

Essential

- Demonstrated experience working with Aboriginal clients, families, and communities or CaLD clients, families and communities.
- Experience supporting 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.

Desirable

- Demonstrated knowledge and understanding of diversity and social inclusion- including gender, sexuality, disability, cultural, age, and linguistic diversity and Aboriginal culture.
- Certificate, Diploma or Degree in social work, community services, aboriginal cultural heritage or a related discipline and/or minimum of five (5) years' experience in a similar role.
- Previous experience in working effectively with women who have experienced family and domestic violence and a sound understanding of the dynamics of family and domestic violence and the social and cultural context in which it occurs.

Required compliance documents or certificates

- HLTAID011 First Aid Certificate
- Current drivers' license (travel to Ruah offices is an inherent job requirement)
- National Police Certificate and International Criminal History Check (if applicable)
- WA Working with Children's Check