

POSITION DESCRIPTION

Position	Emergency Relief / Koorie Connect Case Worker	Position Number	P10356
Reports to	Team Leader	Direct Reports	Nil
Status	Ongoing	Time Fraction	Part Time – 0.7
Award	SCHADS 4	Location	VACCA Office - Preston

OUR VISION

Our footprint will be informed by Aboriginal self-determination and grounded in culture, with our voices and actions guiding the fires of change.

OUR PURPOSE

Grounded in Cultural Therapeutic Ways, we commit to Heal, Connect and Protect Aboriginal children, families and community; informed by culture, trauma and self-determination to bring about generational change.

POSITION SUMMARY

This position is responsible for providing culturally responsive, holistic support to Aboriginal community members across Melbourne's Northern Metropolitan region. This role delivers case management through phone-based support, office appointments, and outreach, offering tailored guidance, assessments, and referrals and provides emergency financial assistance and support to families in crisis. The position focuses on empowering clients, strengthening connections, and ensuring access to the services needed to enhance wellbeing.

KEY RELATIONSHIPS

<i>Internal:</i>	Emergency Relief, Wilam Support Service (homelessness), Justice Diversion Programs, Playgroups, and other programs across Northern VACCA & regions.
<i>External:</i>	VAHS, VALS, ACES, local hospitals and health services, homelessness services, all other ACCOs, AOD programs, designated rehabilitation services, Births, Deaths and Marriages etc.

KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose.
- A demonstrated experience working with the Aboriginal community in a case work setting.
- A knowledge and understanding of Aboriginal culture and values and a proven ability to effectively communicate with Aboriginal people.
- Demonstrated ability and experience in providing casework including assessment and case planning.
- An ability to work in a culturally respectful and competent manner with individuals, families and communities to ensure that cultural connections are fostered and maintained.
- Understanding & knowledge of local welfare services across a range of sectors including child welfare, health, employment, education, housing and legal.
- Ability to advocate on behalf of individuals and families.
- Excellent communication and interpersonal skills.
- Ability to write reports, case notes and record keeping skills.
- Ability to work flexible hours occasionally.
- High level of computer skills.
- A willingness to participate in training programs and in supervision

DESIRABLE

Diploma in Community Services or equivalent

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working with Children Check card and a clear National Police Check
- Current COVID-19 vaccination – strongly recommended

POSITION ACCOUNTABILITIES

KEY RESPONSIBILITIES

- To provide intensive case work support including assessment, goal setting and support to achieve outcomes for individuals and families with long term engagements.

- To advocate for individuals and assist them to overcome barriers to services or achieving goals. To develop and maintain relationships with other service providers and promote access and pathways to their services for Aboriginal people.
- -To maintain high quality and up to date client data on CSnet that meet privacy and legislative requirements.
- Carry out duties in accordance with the philosophy, policies, work practice and protocols of VACCA.
- Participate in external meetings / Care Team Meetings relevant to the program or as determined by the Team Leader.
- Provide support to other workers and programs in the team as required.
- Participate in ongoing professional development and training and supervision.
- Undertaking other duties as directed.

RELATIONSHIP MANAGEMENT

- Proactively engage and build relationships across VACCA and with external stakeholders.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day-to-day work to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.



VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.

VACCA is committed to reducing the impact and experiences of family violence for all community members by aligning to the Victorian Multi-Agency Risk Assessment and Management (MARAM) and Family Violence Information Sharing (FVISS) frameworks. All successful applicants will be required to complete foundational family violence and information sharing training.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Comprehensive (Tier 1) level which requires mandated MARAM Family Violence Comprehensive Risk Assessment training and responsibilities.