

Position title	<i>Client Support Worker</i> <i>This position is an Identified Aboriginal or Torres Strait Islander position only in line with 'special measures' under the Equal Opportunity Act 2010 Section 12 example 1.' This employment opportunity is only available to Aboriginal and Torres Strait Islander peoples.</i>
Position number	<i>P2236</i>
Employment status	<i>Full time</i>
Department	Assets and Infrastructure
Location	Echuca Road, Mooroopna
Position reports to	<i>Manager</i>
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	<i>Social & Community Employee–Level 4 Pay Point 1-4</i> <i>(Based on qualification and experience)</i>

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Aging and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$35+ million and a workforce of approximately 300+ people. RAC is a significant employer and economic contributor to the region and plays a high-profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.



ROLE PURPOSE

The Aboriginal Client Support Program objective is to support Aboriginal and/or Torres Strait Islander community members and their families experiencing or at risk of homelessness to access culturally safe and appropriate services that meet their specific needs.

This is a client facing program, inclusive of children, family and extended family as needed and appropriate.

Case management and wrap around services will focus on the physical, emotional and cultural safety and wellbeing of clients. Support may include ensuring access to counselling, crisis resolution, personal care and life skills, family and parenting support and liaison with education or employment services for the client or affected family members. Providing advocacy and support to access and sustain safe, suitable long-term housing through addressing barriers that impact the client's capacity to be housed.

Approaches can include but are not limited to culturally safe responses that address the social and emotional wellbeing of Aboriginal and Torres Strait Islander people, including those which strengthen connection to Country and culture, utilising traditional practices in addition to other healing and therapeutic approaches.

The role interacts with other Rumbalara services and external agencies to provide a choice based collaborative service, giving clients the best opportunity to build on their strengths and experience positive housing and wellbeing outcomes.

KEY SELECTION CRITERIA

Qualifications and Registrations:

- A tertiary qualification in social work or a housing related discipline is desirable

Knowledge and skills:

- Excellent interpersonal and communication skills, both verbal and written
- Demonstrated ability to identify and prioritise needs providing support and assistance to clients presenting with complex needs or in crisis
- A demonstrated knowledge of the local Aboriginal and Torres Strait Islander community and culture with a clear understanding of factors that impact the social, economic and spiritual wellbeing of Aboriginal families
- Proven ability to work independently and to work cohesively in a team environment
- A high level of computer literacy, including use of Word and Database, maintaining a computer-based diary management systems
- Effective time management skills
- An understanding of Housing Systems (private and social) and the Residential Tenancies Act 1997(Vic); amendments July 2021 is highly desirable

KEY RESPONSIBILITIES



1. Technical Capabilities

- Case Management
 - Effective Intake and Assessment of client needs
 - Provision of information, advocacy and support to clients
 - Facilitate access to specialist supports such as counselling, health and wellbeing, education, financial and legal services
 - Use a strength- based approach to develop, implement and monitor case plans with client agreed goals that promote positive recovery, independence, strong families and cultural connection
- Advocacy
 - Develop collaborative working relationships with a range of professionals to gain positive outcomes for clients
 - Lead or participate in joint care meetings
 - Advocate with housing and housing support providers to access and/or sustain appropriate, safe, affordable housing outcomes
 - Initiate high risk assessment and safety responses in accordance with relevant legislation and codes of practice including the *Family Violence Protection Act 2008(Vic)*, *Children Youth and Families Act 2005(Vic)*, *Family Violence Information Sharing Reforms 2018*, *Family Violence Risk Assessment and Risk Management Framework (DHHS)*
- Communication
 - All communication will be non-judgemental, professional, sensitive, clear and respectful
 - Written communication will be edited, concise and contain the information necessary for their purpose
 - Case notes will be objective, and maintained in a secure database (SHIP) to ensure integrity and confidentiality of client information not negating RAC's duty of care to clients and community

2. Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view)
- Provide support and proactively engage with the clients and broader community
- Establish and maintain relationships with clients, community and Rumbalara staff and team members

3. Administrative Capabilities

- Attend staff meetings
- Submit accurate timesheets and claim forms (if applicable) in a timely manner
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time
- Follow correct policy and procedure directions at all times
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours

EMPLOYMENT CONDITIONS



- Have a current National Police Check
- Hold Valid Driver's License, without restriction
- Hold current Employee Working with Children's Check
- Covid Vaccination Certificate in accordance with the government guidelines
- All staff are required to sign a confidentially agreement on appointment to the organisation
- Probationary / qualifying periods apply to all positions
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at RAC will be tied to existing contracted funding arrangements