



RUMBALARA
ABORIGINAL CO-OPERATIVE LTD.

Position title	<i>Community Connector- Boorai Family Response</i>
Position number	
Employment status	<i>Full time- Fixed Term</i>
Department	Engagement and Family Services
Location	Rumbalara Road, Mooroopna
Position reports to	<i>Team Leader</i>
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	<i>Level 4-5 dependent on qualifications/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 \$30 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.

Engagement and Family Services is funded by government departments to provide a suite of wrap around services to support children and families from pre-to post-natal, which also include supported playgroups, in home support, education, foster care, kinship and therapeutic.

These services range from a number of interventions such as preventative, early intervention, intensive and complex depending on the needs of families. All families are treated in a culturally sensitive and respectful way by all staff members.



Some programs work with families on a voluntary and statutory cases, depending on their individual circumstances.

Families are supported who require assistance in parenting and other services that are impacting on their ability to care for their child/children.

Staff work with families to empower clients to work with program staff in a positive way and assist clients to address their issues with support, clients, families and carers of Aboriginal children.

ROLE PURPOSE

Rumbalara is a provider of Family Preservation and Reunification Response along with Familycare, the Bridge Youth Services and Ozchild. We would continue to support our clients and ensure that Aboriginal clients are provided every opportunity to access the community connector.

Boorai Family Response (Family Preservation and Reunification Response) will seek to provide more integrated and family-friendly service responses through bringing services together into interdisciplinary teams. Face-to-face service delivery will largely be channelled through a Boorai Family Practitioner interdisciplinary model who will work with the whole team to assess, plan, coordinate and facilitate delivery of practical and therapeutic support.

As part of the interdisciplinary team the Community Connector role will work alongside the Boorai Family Practitioner in the provision of direct one-on-one support and assistance to families to access, participate and be included in their community. This support to families will be, tailored to their cultural needs. The Community Connector will work with the whole of family on skill development to assist them to achieve their identified goals. They will focus on persistent and assertive outreach to build robust relationships with family members, and enable families to receive the right support, at the right time and in the right place. Whilst leveraging existing local networks and resources and brokering new relationships within all aspects of the community to create new community connections, pathways, and opportunities, including activities that relate to the family's cultural community.

KEY SELECTION CRITERIA

Qualifications and Registrations:

- Formal qualifications are not required for this role. A Certificate or Diploma in Community Services from a recognised Tertiary Institution would be highly regarded.

Knowledge and skills:

- Demonstrated knowledge of the local Aboriginal and Torres Strait Islander community including issues that have an impact on the safety and wellbeing of Aboriginal children and young people, including intergenerational trauma.
- Persistent and assertive outreach to engage the whole of family and ensure they get the right support at the right time and place.
- Consultation and advice to Boorai Family Practitioners and interdisciplinary team.



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- Contribution to interdisciplinary assessments and planning and completion of whole family assessments as required.
- Skill development and working to achieve the individual goals of family members, including engagement with education, training and employment, individual well-being and, self-esteem, social relationships, and social skills
- Leveraging existing local networks and resources, and brokering new relationships within all aspects of the community to create new community connections, pathways and opportunities, including activities that relate to the family's cultural community.
- Encouraging personal choice and efficacy and working with family members to support the pursuit of their own prosocial recreational interests, hobbies, and friendships.
- Sourcing opportunities to connect family members to informal and formal community mentors.
- Immediately report emergencies and incidents to the Team Leader.
- Work alongside the Boorai Family Response to enable continual improvement to the design and implementation of Family Preservation and Reunification Response.
- Participate in building a strong team that is built on inclusiveness and respectfulness operating with a high level of professional management in a complex and demanding environment.

KEY RESPONSIBILITIES

1. Technical Capabilities

- Understanding and working knowledge of
 - long-term and intergenerational impacts of the service system on vulnerable children and families.
 - intergenerational and intrafamilial drivers of disadvantage.
 - diverse communities including Indigenous communities.
- Experience in case management is desirable.
- Community engagement and assertive outreach experience would be preferred.
- Child, Youth and Families sector working with highly complex families is desirable.
- Lived experience of the child protection systems will be highly regarded.
- Experience working with or being part of a diverse community is essential
- Receive supervision from the Team Leader and team meetings.
- Experience participating on care team meetings and being able to present own work with families.
- Ability to work cooperatively with Team Leader and Boorai Family Practitioner to implement weekly support, accept supervision well, be readily available for supervision, attend meetings, complete assigned paperwork.
- Ability to establish a strong relationship with a child/young person/family that combines warmth and humour with effective modelling and coaching of prosocial skills.
- Good communication and organisational skills.
- Sound computer skills, including the Microsoft Office suite and email, plus familiarity with web-based information management, and communications systems.
- Perform and complete any reasonable duties relevant to the position as requested by Management.
- Other duties as required.

2. Behavioural Capabilities



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- 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
- Undertake organisation processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

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 confidentiality 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
- This is a 12-month Fixed Term position.