



RUMBALARA
ABORIGINAL CO-OPERATIVE LTD.

Position title	<i>Galnya Yarka, Case Support Worker</i> <i>This is an Aboriginal and/or Torres Strait Islander designated position, classified under Section 12 Special Measures of the Equal Opportunity Act (2010). This employment opportunity is only available to Aboriginal and Torres Strait Islander peoples.</i>
Position number	<i>Position Number</i>
Employment status	<i>Full time / Part Time / Fixed Term / Casual</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>SCHADS Award 2.3</i>

ABOUT THE ORGANISATION

Rumbalara Aboriginal Co-operative (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 Ageing 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.



ROLE PURPOSE

We are seeking a passionate and dedicated Aboriginal person to join our team as a Case Support Worker. This entry-level role provides an opportunity to work with Aboriginal children and families in the Galnya Yarka program, supporting their cultural, emotional, and practical needs.

The Case Support Worker will work with families who are subject to Children's Court Orders under the Children's Youth and Families Act (2005) who are needing support from Galnya Yarka to address concerns that relate to their children's safety.

Case Support Worker will be responsible for supporting parents in spending time with their children, recording how family contact occurred through case noting and considering other ways to ensure the time spent between children and their parents can continually improve working closely with the allocated Case Practitioner.

Case Support Worker may be required to work flexible hours from time to time to support children and families through planned case work.

Case Support Workers will have the opportunity to work alongside experienced Case Practitioners day to day. The primary focus for Case Support Workers will be spending quality time with the families Galnya Yarka support, getting to know the families and being someone who the family can reach out to.

You don't need formal qualifications—just a strong desire to learn and make a positive impact in the community.

This role is about supporting children and families while learning on the job with training and mentoring from experienced professionals.

KEY SELECTION CRITERIA

Qualifications and Registrations:

- No formal qualifications required; this role is for those willing to learn on the job.
- A genuine interest in working with Aboriginal children and families.

Knowledge and skills:

Cultural Knowledge:

- Strong connection to, and understanding of, Aboriginal culture, history, and community life.
- Passion for supporting Aboriginal children and helping them stay connected to their culture and community.

Communication and Relationship Building:

- Willingness to engage with children and families in a respectful and supportive manner.
- Ability to build trust and strong relationships within the community.
- Good listening skills and a friendly, approachable attitude.

Willingness to Learn:

- Enthusiasm for learning new skills, including how to work with families, write reports, and manage time.
- Open to training in areas like child protection, case management, Case Noting and trauma-informed care.

KEY RESPONSIBILITIES

Technical Capabilities:

- Work with the team to support Aboriginal children and families in their daily lives.
- Learn how to help families access services like health, education, and housing.
- Assist in the delivery of culturally appropriate case plans, under the guidance of experienced staff.
- Participate in home visits and other activities to support the well-being of children.

Behavioural Capabilities:

- Show respect and understanding in all interactions with children, families, and community members.
- Demonstrate a commitment to learning and developing new skills on the job.
- Work well as part of a team, supporting your colleagues and learning from them.
- Be compassionate, patient, and committed to making a difference for children and families.

Administrative Capabilities:

- Learn how to keep accurate records and prepare simple reports with support.
- Assist in organising meetings and gatherings with families, service providers, and community members.
- Work with the team to ensure that information is kept confidential and handled responsibly.

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
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