

Position Description

v3.7

POSITION TITLE:	Aboriginal Engagement Worker
FTE:	0.6 FTE (22.8 hours per week)
Classification:	SCHADS 3.1.2
Division:	Community Services
Program:	Victims Assistance Program
Location:	Site based, with the option of hybrid working in accordance with the Windermere Ways of Working with your primary location being the Southern Melbourne region, including outreach to support consumers (if applicable to your position). Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
Tenure:	Ongoing
Date:	October 2025

1. About Windermere

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations.

We believe that everyone is someone in our community and we deliver services through critical partnerships with governments in the areas of:

1. **Family Wellbeing** to help families achieve safety and stability
2. **Disability Support** to enable people of all abilities to participate in their communities
3. **Development & Early Childhood Education** to help children reach their full potential
4. **Victims Assistance** to support victims of trauma, assault and/or violent crime
5. **Community Strengthening** to respond quickly to emergencies, disasters and emergent needs.

2. Our Purpose, Vision and Values

Our Purpose: We get in early to make a difference in the lives of individuals, families and communities.

Our Vision: A stronger, connected and supported community.

Our Promise: Our many services working together with you for a better life.

3. Our Commitment to our Employees

At Windermere, we live our values and care about:

- Our consumers and our people, offering the support and flexibility we all need to thrive
- Creating inclusive environments that celebrate diversity and affirm authenticity
- Supporting career development and nurturing potential



4. Key result areas, responsibilities and performance measures

Key Result Areas	Responsibilities	Performance Measures
Community Engagement (approx. 50% of activity)	• Using local knowledge contribute to the design and implementation of a community engagement approach for the Aboriginal community in the region. • Attend community events (including events not solely focused on victims of crime) to build rapport and relationships with community. • Liaise with internal and external Aboriginal service providers to identify required links and networks to strengthen services to victims of crime and improve referral pathways and inform VAP partnership priorities. • Run promotional, and professional development activities to raise awareness of the VAP program within the Aboriginal community.	• Increased representation of Aboriginal community as consumers of VAP program. • Improved partnerships and referral pathways with Aboriginal Community Controlled Organizations (ACCOs). • Enhanced cultural competence within the program.
Case Management (approx. 50% of activity)	• Work autonomously with the direction and support of a Team Leader in a mainstream VAP team, to provide an accessible and effective VAP case management service for Aboriginal victims of crime against the person.	• Complete all program specific administrative tasks within the required time frames. • All data is entered to RESOLVE as per program KPIs.

	• Provide secondary consultation to mainstream VAP workers and co-case management in supporting Aboriginal victims (if the victim chooses this and the AEW has capacity). • Identify initial needs, conduct assessments and provide support to consumers to develop an appropriate culturally safe and consumer-directed case plan. • Initiate referrals to other support agencies as required and lead a co-case management response where required. • Understand the nature and dynamics of family violence, identify and respond to family violence and conduct family violence risk assessments. • Provide psycho-social first aid, information, referral, casework and advocacy as per consumer needs. • Provide information and assistance to consumers to navigate the criminal justice system. • Meet key performance indicator requirements and targets for hours-of-service provision and number of contacts as stipulated in the DJCS Victorian Common Funding Agreement (VCFA). • Provide access and equity to all Aboriginal consumers, including consumers with complex or intersectional needs, consumers from CALD and LGBTIQ+ communities, and consumers with mental health needs, in a manner that is sensitive to each consumer's background and beliefs. • Liaise with other service providers in relation to individual consumer needs, including supporting self-determination of Aboriginal consumers to access mainstream services where that is their choice.	• Complete intake and assessment paperwork. • Victim details including case notes entered within 3 working days. • Care plans drawn up as discussed with victim, subject to regular monitoring and review. • Assist in the review of the resource directory. • Provide Intake as requested. • Provide Outreach services in response to victim preference and at other nominated sites. • Provide consistent information in relation to the criminal justice system, FAS and other legal processes. • Liaise with other service providers. • Seek out opportunities to inform and advocate.
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	• Mentor VAP colleagues and key stakeholders in Aboriginal culturally sensitive practice. • Provide direct, structured, and practical support including access to brokerage funds. • Provide a flexible outreach service to consumers as required at either co-locations, victim's homes, other services, or mutually suitable locations, dependant on consumer needs and safety. • Provide service in accordance with relevant legislation and the Victims Charter Act 2006. • Provide service in accordance with the DOJCS Service Standards, Program Guidelines, and Practice Manual for Victim Support Services Victoria. • Provide service in accordance with Windermere VAP internal processes and work instructions. • Keep accurate and up to date consumer files and case notes – assist with RESOLVE data management. Seek guidance and advice in relation to difficult situations within an appropriate time frame from the VAP Team Leader and/or Manager.	
Team Responsibilities	• Develop and maintain professional relationships with internal and external stakeholders. • Assist in the induction and mentoring of new staff in relation to case management procedures. • Complete other duties as requested by VAP Team leader and/or Manager. • Positively contribute to the culture and spirit of the VAP team, work environment and to Windermere.	• Contribute to the development of procedures and systems within this program. • Submit time sheets on time. Apply for all leave on ConnX and provide all supporting documents. • Positively embrace and adopt change as it occurs.

	• Contribute to productive and positive team meetings.	
Quality and Risk	• Participate and align with best practice case management in accordance with the VAP Practice Manual and Victorian government principles of self-determination. • Align with the requirements of the DJCS VCFA and in accordance to Windermere Policy & Procedures • Ensure case notes and other consumer information is recorded according to service standards and practice. • Ensure reporting requirements for the program are undertaken. • Participate in an ongoing evaluation process with a focus on consumer outcomes, service responsiveness and flexibility. • Engage in supervision with line manager and participate accordingly. • Engage with external supervisors as required. • Participate in ongoing education and training as identified and approved. Participate in team, program and organisational meetings as required.	• Ensure policies, procedures and codes are always complied with. • Ensure work practices comply with Windermere's Continuous Quality Improvement principles. • To positively embrace and adopt change as it occurs. • As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set.
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	• Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. • Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours.	• Ensure policies, procedures and codes are complied with at all times. • Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. • 100% attendance at performance reviews.

	• Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor. • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.	• Completion of induction and orientation within set timeframes. • Positively embrace and adopt change as it occurs. • Ensure arrangements are made so that 100% of courses are attended or completed. • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. • Protect the rights, safety and wellbeing of children and provide a child safe environment.
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The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

This position description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD,

LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

5. Capability Framework Mapping

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere's values and are essential for the delivery of Windermere's Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day to day work practices in all areas of workforce management including:

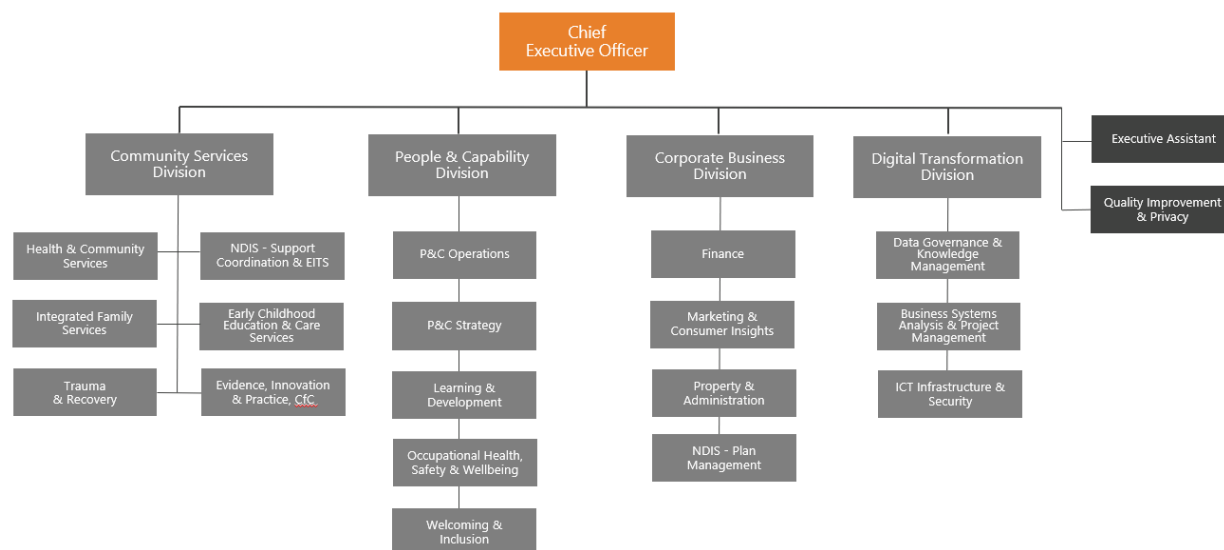


- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles • learning and development activities aligned to specific capabilities
- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles • workforce planning by identifying current and future workforce capability needs and gaps

This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Service Delivery	Intermediate
2	Collaboration	Intermediate
3	Adaptability	Foundation
4	Leadership	Foundation
5	Innovation & Continuous Improvement	Foundation
6	Vision & Strategic Drive	Foundation

6. Organisational relationships



Line Manager:	Team Leader - VAP
Supervises:	Not Applicable
Internal relationships:	Manager, Statewide Trauma Services and New Initiatives, VAP team members, all Windermere workers
External relationships:	Relevant networks, with a focus on Aboriginal community, consumers and other stakeholders, for example, Police, Courts and Tribunals

7. Key selection criteria

- Applicants for this position must be of Aboriginal descent through parentage, identify as an Aboriginal person, and be accepted in the community as such.
- Demonstrated understanding of Aboriginal culture and/or issues affecting the Aboriginal community, including the interconnections between, and effects of, violence, social and economic disadvantage, racism, dispossession from land and culture and removal of children on Aboriginal victims.
- Experience undertaking community engagement and service delivery.
- Appropriate professional experience, skills, and training that align with the requirements of a SCHADS Award Level 5.
- Tertiary Qualification in Social Work or other related discipline is desirable but not mandatory.
- Information technology and computer skills.
- Current Victorian Driver Licence.
- Willingness to undertake relevant pre-employment screening and checks.

Personal attributes:

- Motivated, enthusiastic and passionate about social justice.
- Self-discipline – Able to maintain a consistent and appropriate pattern of behavior under pressure. Is able to recognise own limitations and works with others to ensure plans are achieved.
- Self-confidence - Trusting of own abilities. Seeks feedback as appropriate.
- Relationship Building – Establishes and maintains relationships at all levels. Builds and maintains strong partnerships with internal and external stakeholders.
- Teamwork – Demonstrates consideration, concern and respect for others. Collaborative with strong interpersonal skills.

8. Application details

To ensure your application is considered please include the following information:

- Cover Letter addressing the Key Selection Criteria
- Current Resume

9. Acceptance

I have read this Position Description (PD) and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- Additional or other duties and responsibilities of a similar level of capability may be allocated to me during my course of employment. Where needed I will be provided with additional training and support as per the Learning and Development policy.
- This PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this PD, are indicative. KPIs will be set by my Supervisor or Manager in discussion with me, for each year or another set period.

Occupant:

Name: _____

Signature: _____ Date: _____