

POSITION TITLE:	Aboriginal Engagement Worker South Metropolitan Region (Indigenous Specific Role)
FTE:	22.8 hours per week (3 days)
CLASSIFICATION:	
DIVISION:	Trauma and Recovery, Community Services and Business Development
PROGRAM:	Victims Assistance Program
LOCATION:	<p>Hybrid, in accordance with the Windermere Ways of Working with your primary location being Southern Melbourne, including outreach to support consumers.</p> <p>Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.</p>
TENURE:	February 2025
DATE:	July 2024

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

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. ROLE PURPOSE

The role of the Aboriginal Engagement Worker:

- Supports Aboriginal victims of crime to access information, culturally safe and localised services and supports
- Assists to increase confidence of Aboriginal victims of crime about their rights and entitlements and access to a range of available services and supports
- Provides secondary consultation to other Victim Assistance Program staff supporting Aboriginal victims of crime who have chosen to access mainstream services
- Supported by the VAP agency, works together with local Aboriginal Community Controlled Organisations (ACCOs) to build trust and engagement with local communities to address systemic barriers for Aboriginal victims' participation in the criminal justice system.

This is an Aboriginal designated position; therefore only Aboriginal people are encouraged to apply.

The Victims Assistance Program (VAP) is funded by the Department of Justice and Community Safety (DJCS). It provides a network of agencies across Victoria that provides services and support to victims of crimes against the person.

The VAP is a critical part of the state-wide response to victims of crime. It provides services to victims at a local level and is delivered by community agencies. Trauma has been endured by Aboriginal people for generations, as a result of colonisation and the dispossession of land and culture and is deeply rooted in communities. Aboriginal Engagement Workers (AEWs) help to mitigate the impacts of crime on Aboriginal victims and aid their recovery by providing practical assistance and access to therapeutic support. AEWs also provide victims with information and support to engage with the criminal justice system.

AEWs will be co-located with ACCOs for a minimum of one day per week. In some circumstances (e.g. on advice of the AEW or relevant ACCO), the AEW may also be co-located at other community organisations across the region. As a VAP employee, AEWs will be supported by a Team Leader and will work with management to develop and continuously improve the VAP.

4. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
Community Engagement (approx. 50% of activity)	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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.

<p>Case Management (approx. 50% of activity)</p>	<ul style="list-style-type: none"> • 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. • 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. • Mentor VAP colleagues and key stakeholders in Aboriginal culturally sensitive practice. • Provide direct, structured, and practical support including access to brokerage funds. 	<ul style="list-style-type: none"> • Complete all program specific administrative tasks within the required time frames. • All data is entered to RESOLVE as per program KPIs. • 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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	<ul style="list-style-type: none"> • 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. <p>Seek guidance and advice in relation to difficult situations within an appropriate time frame from the VAP Team Leader and/ or Manager.</p>	
Team Responsibilities	<ul style="list-style-type: none"> • 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 productive and positive team meetings. 	<ul style="list-style-type: none"> • 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.
Quality and Risk	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.

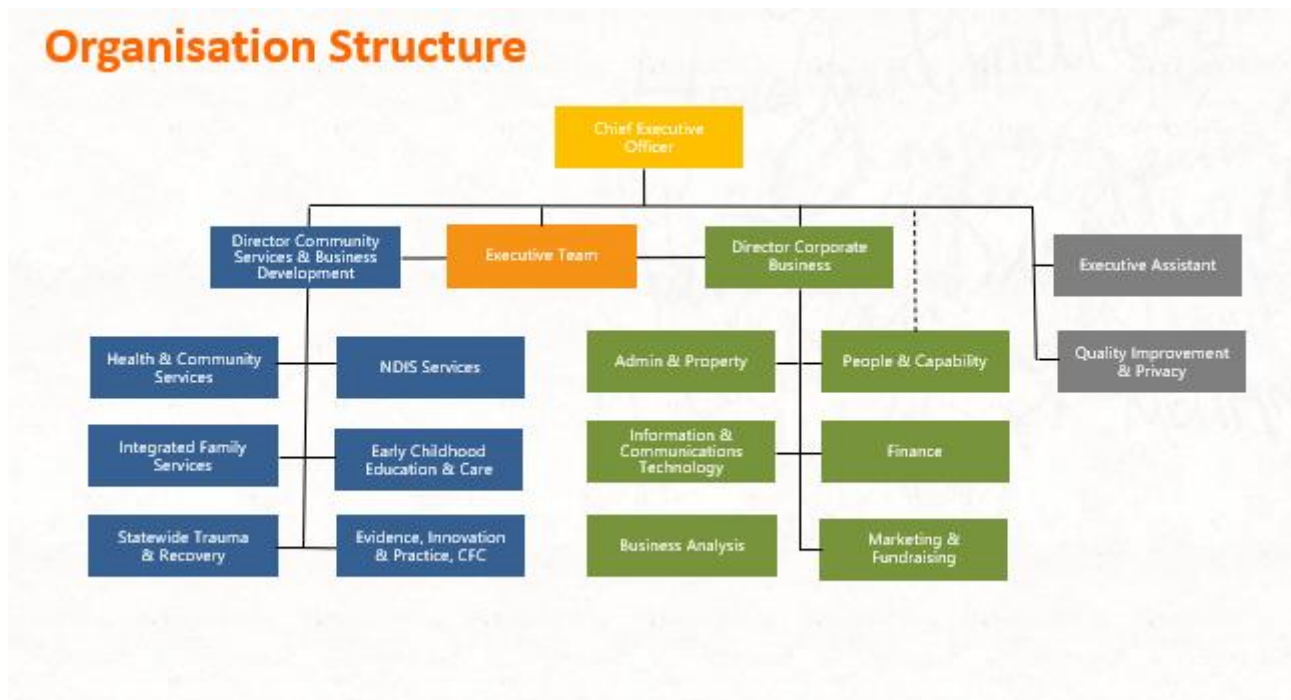
	<ul style="list-style-type: none"> • Participate in an ongoing evaluation process with a focus on consumer outcomes, service responsiveness and flexibility. • Engage in supervision with line manager and participate accordingly. • Engage with external supervisors as required. • Participate in ongoing education and training as identified and approved. <p>Participate in team, program and organisational meetings as required.</p>	
<p>Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.</p>	<ul style="list-style-type: none"> • 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. • 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. 	<ul style="list-style-type: none"> • 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. • 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.

The employee will be expected to perform other duties outside those set in the 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.

The 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 equity & equality for consumers and employees, this by building diverse and inclusive services and work environments, 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 2021-2024 as we seek to provide a diverse workforce at all levels.

5. ORGANISATIONAL RELATIONSHIPS



LINE MANAGER: Team Leader - VAP (South)

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

6. KEY SELECTION CRITERIA

- 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.
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers' Licence.
- Willingness to undertake relevant pre-employment screening and checks.

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- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

7. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
 - Current Resume
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I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____