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Great Careers.
Excellent Health Care.

Greatness Starts Here



Position Description

Aboriginal Engagement Worker – Victims Assistance Program

Agreement:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Level 5
Directorate:	Mental Health, Family Violence and Community
Reports to:	VAP & Outreach Program Manager
Direct Reports:	Nil

Our vision is ensuring the health and wellbeing of our community.

Our values are:



Inclusion	Integrity	Excellence	Innovation	Collaboration
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About Us

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 statewide 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.

As a VAP employee, AEWs will be supported by the Program Manager and will work with management to develop and continuously improve the VAP.

About this role

The role of the Aboriginal Engagement Worker will be working within our Victims Assistance Program (VAP) to:

- Support Aboriginal victims of crime to access information, culturally safe and localised services and supports.
- Assist to increase confidence of Aboriginal victims of crime about their rights and entitlements and access to a range of available services and supports.
- Provide 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 role will be co-located with Aboriginal Community Controlled Organisations (ACCOs) for a minimum of 1 day per week.

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

Roles Key Accountabilities

This role requires a combination of Community Engagement and Case Management and will include:

Service Delivery

Community Engagement – approx. 50 per cent 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.

Case management – approx. 50 per cent of activity

- Work autonomously with the direction and support of the Program Manager 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 clients to develop an appropriate culturally safe and client-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 client needs.

- Provide information and assistance to clients 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 clients, including clients with complex or intersectional needs, clients from CALD and LGBTIQ+ communities, and clients with mental health needs, in a manner that is sensitive to each client's background and beliefs.
- Liaise with other service providers in relation to individual client needs, including supporting self-determination of Aboriginal clients 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.
- Provide a flexible outreach service to clients as required at either co-locations, victim's homes, other services, or mutually suitable locations, dependant on client needs and safety.

Service Quality

- 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 Department of Justice and Community Safety Victoria and Victims of Crime Victoria.
- Ensure case notes and other client 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 client 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.

Financials, Budgets, Target, Funding

- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations.

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DVP Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews.
- Actively participate in all required training, inductions, and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment, and inappropriate conduct.

BHealth and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards, and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards.
- Identify risks as they emerge and proactively addressed new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

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| • Current Victorian Drivers Licence | • Valid Working with Children Check |
| • Vaccination status as per category B Employee | • Satisfactory Police Check |
| • Travel between sites is required. | • International Residency Stat Dec and International Police Check (if required) |

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

- Tertiary Qualification in Social Work or other related discipline is desirable but not mandatory.

Experience & Skills

- 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 employee.
- Information technology and computer skills
- This is an Aboriginal designated position, therefore only Aboriginal people are encouraged to apply.

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature_____ **Date**_____