



Position Description

Position Title	Indigenous Community Support Worker
Directorate	Child and Family Services
Reports to	Team Leader Child and Family Services
Date of Job Description	16/10/2024
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full-Time Ongoing, Subject to Funding
Salary	This position is classified as Band 4 – Case Worker, with a salary range of \$71,525 - \$89,600, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a full time position. Work outside normal office hours may be required.

Position Objectives

The Indigenous Community Support Worker works alongside local Aboriginal communities and families in the Wentworth LGA and Robinvale area to improve the lives of Aboriginal and Torres Strait Islander children, young people and families in the community.

Working with community, the key focus areas include:

- Supporting children and young people to grow up in healthy and safe home and community environments, essential for them to thrive and reach their full potential.
- Make a positive impact on the education and employment outcomes of children and young people to ensure the future success of individuals, families and community.
- Improve community health, social and emotional wellbeing.
- Provide education and supports to reduce family violence.

The position objectives include:

- Ensuring children are ready and able to participate in school every day – from early years learning through to tertiary education.
- Improving youth transition to vocational and higher education and work.
- Supporting families to give children a good start in life through improved early childhood development, care education and school readiness.
- Improved health, social and emotional wellbeing.
- A reduction in offending, violence and victimisation in communities.

These objectives are met through the delivery of services and programs, developed and led by the local Community. Currently these services and programs include:

- Family and child support case work, including in home visiting and support.
- Playgroups,
- Parenting, development and youth group work and programs
- Tenancy Support,
- Other local community engagement initiatives that meet the needs of children and families and broader needs of community.

This position is based at the Mallee Family Care Dareton office in NSW and outreaches across the Wentworth LGA and Robinvale. The position will also be required to work from the Wentworth shopfront office from time to time.

Key Responsibilities & Duties	Performance Expectations
Engage and work with community and other stakeholders to ensure the delivery of culturally safe and effective services in accordance with community determined priority needs and outcomes and the program deliverables.	Develop and maintain partnerships within the community in a culturally appropriate and community conscious manner. Develop and implement referral pathway plans to ensure the delivery of holistic and integrated support.
To undertake flexible casework, home visiting and community engagement activities.	Support families to develop a case plan to get and maintain children and young people in schooling and increase health, social and emotional wellbeing. Engage in relevant community activities and respond to local needs and issues that may impact children, including, <ul style="list-style-type: none"> • Early childhood development programs • Programs designed to increase the social and emotional wellbeing of families • Tenancy Support. • Community Events and other initiatives.
Provide advice, information, referral, advocacy and case coordination.	Individuals and families have their needs met and are provided pathways to ongoing support or other solutions that meets their needs.

<p>Work as an effective members of a team and provide excellent and respectful support to peers and colleagues.</p>	<p>Cooperate and support other staff and practice in cultural competent practice and professionally.</p>
<p>Reporting and data requirements.</p>	<p>To collect and enter client data as identified by the funding body and Mallee family care.</p> <p>To be responsible for documenting data in line with agency and funding requirements.</p> <p>To support the Team to ensure they collecting data with regard community activities.</p> <p>Establish and maintain client files.</p> <p>Provide accurate information and referrals for individuals and families about appropriate services, including access, eligibility criteria, requirements and procedures.</p> <p>To gather information relating to:</p> <ul style="list-style-type: none"> • Presenting issues • Outcomes • Referrals • Level of satisfaction with the service • Number of people participating <p>To prepare regular reports for the team leader.</p>
<p>Representing agency and program.</p>	<p>To build strong relationships with Schools and other providers of Early Years Services (Pre-School and Kindergarten) to ensure effective transitions for children and families.</p> <p>To develop relationships with other service providers and promote access and pathways to services.</p> <p>To maintain close links and work collaboratively with support services.</p> <p>To regularly liaise with relevant agencies in order to achieve best outcomes for families.</p> <p>To develop and jointly run programs that meet the needs of families and children, in line with the funding parameters.</p> <p>To deliver evidenced based community education activities or group work that meets the identified needs of the target groups.</p> <p>Regularly consult with key stakeholders.</p> <p>To represent the programme at meetings within Mallee Family Care.</p> <p>To represent the agency and program at appropriate community networks and forums.</p> <p>Deliver services which meet the needs of all families including Aboriginal and Torres Strait Islander people and Culturally and Linguistically Divers (CALD) families and communities.</p>

	Maintain a professional standard of behaviour and the confidentiality of all information pertaining to clients and their families as required by the Children and Young Persons Act, Privacy Act and the organisation code of conduct.
Quality Improvement.	<p>To ensure that practice is in line with relevant standards and evidenced based best practice.</p> <p>To assist in the development and implementation of systems and processes that promote good governance of the program and fulfil our funding requirements.</p> <p>To review files to ensure quality assurance requirements are being met.</p> <p>Participate in agency audits – internal and external.</p> <p>Gather feedback and report this appropriately.</p> <p>Timely response to matters identified in corrective actions records.</p> <p>Contribute to, and be part of the organisational culture where continuous improvement, supportive team work, cooperation, client services, quality, safety and confidentiality are the focus.</p>
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- A person employed as a Indigenous Community Support Worker will be required to hold an accredited qualification relevant to the position at Degree Level or above, in a human services related field, such as a Bachelor of Social Work.
- Diploma level qualification in relevant field may be considered, on the proviso that the applicant will commit to undertake further Tertiary studies with the support of the Organisation.
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their applications addressing the following selection criteria:

- Understanding of cultural safety.
- Demonstrated understanding of issues affecting Aboriginal and Torres Strait Islander peoples.
- Demonstrated ability to effectively engage and communicate sensitively, with Aboriginal people to meet their needs.
- Experience in developing and maintaining effective partnerships with Aboriginal organisations and communities.
- Strong interpersonal and communication skills including liaison, negotiation and advocacy skills and the ability to provide written responses and reports.
- Ability to use a computer and familiarity with the MS Office applications.
- A demonstrated knowledge and understanding of self-determination and strength based principles.
- Ability to work as part of a team and independently when required.

Desirable

- Identify as an Aboriginal and/or Torres Strait Islander person.
- Be an active member within the local Aboriginal communities.
- Understanding of the importance of play, early childhood development and issues affecting individual and family safety and well-being.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment