



POSITION DESCRIPTION

Position	Client Support Officer
Reports to	Team Leader
Direct Reports	Nil
Status	Full Time (38 hrs pw)
Location	Based at 48 Mary Street, Preston office

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 600 staff and delivers more than 70 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing.

Central to VACCA's work is the importance of connection to family, community and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA will play a key role in the process of transitioning the care and case management of Aboriginal children from government and non-Aboriginal organisations to Aboriginal community-controlled organisations following the recent decision of the Victorian Government.

VACCA is implementing cultural therapeutic ways which is an agency wide framework that underpins our work with the community, our clients and staff

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.



PROGRAM AREA

In 2014 VACCA created the Linking Our Mob, Healing our Spirit program in order to access Indigenous Advancement Strategy funding which replaced the Link Up program funding provided by the Federal Government to Link-Up services across Australia. VACCA was successful in its bid for 3-year funding and following negotiations with government it was decided to retain Link-Up Victoria but expand its service so that it was able to support all Stolen Generations, that is any adult Aboriginal or Torres Strait Islander who was removed, adopted, fostered or placed in an institution or any person looking for family or loved ones who were removed or fostered, adopted or placed in an institution. The Link-Up Victoria program was funded again under the Indigenous Advancement Strategy and it will continue to provide a state-wide culturally responsive service to the needs of the Stolen Generations and their families.

The Stolen Generations and their families will be supported to heal from their grief, loss and trauma through the following services offered by Link-Up:

- Referral to local support and counselling from Aboriginal or mainstream services
- Prisoner support service for incarcerated Stolen Generations
- Family tracing, record searches, assistance to locate and reunite with family members on country
- Assistance to reclaim Aboriginal heritage
- Family research workshops for Stolen Generations, Aboriginal community and workers from Aboriginal organisations
- Healing programs that are delivered locally
- Aboriginal community events and activities that focus on the Stolen Generations i.e. National Sorry Day, Anniversary of the National Apology and NAIDOC Week
- Development of resources that promote the Stolen Generations, Aboriginal culture and the Victorian Aboriginal community
- Promotion and advocacy of the needs of the Stolen Generations within local community to mainstream and government services

Link-Up Victoria is a member of a national network of Stolen Generations services operating across Australia.

The Link-Up Victoria program comprises a Program Manager, Team Leader, 3 Client Support Officers, 2 Reunion Officers and 1 Administration Officer.

POSITION SUMMARY

There are three Client Support Officer positions and these positions provide one on one support to our clients and their families with the aim of assisting them to be ready for their reunion.

All staff of Link-Up Victoria are required to meet key performance indicators as detailed in a workplan developed for each position. All staff of Link-Up Victoria are required to regularly update their workplan and report on progress to their supervisor

KEY RELATIONSHIPS

National Link Up network, Record holders across Australia, AIATSIS, Aboriginal Community Organisations,

Traditional Owner Groups, Koorie Heritage Trust, Connecting Home, VACCHO, Bringing Them Home Workers and other VACCA programs



KEY SELECTION CRITERIA

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and the capacity to take a leadership role in championing these internally and externally
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities
- Demonstrated experience in working and engaging with Aboriginal families and children/
Demonstrated experience in child and family sector
- Knowledge of Aboriginal culture, values and beliefs and how it is used to inform our work with our clients and community.
- An ability to respectfully communicate with Aboriginal people and groups.
- An ability to develop and maintain good working relationships with key stakeholders.
- Aboriginal community work experience which demonstrates a good understanding and awareness of Aboriginal communities and the issues facing Aboriginal children, families and communities today.
- A good understanding and awareness of the Stolen Generations and a genuine willingness to work closely with our clients and their family to support them in an empathic and respectful way.
- Good writing and computer skills.
- Capacity to work independently and to meet deadlines set.
- Ability to travel throughout Victoria and interstate and undertake overnight stopovers.
- Willingness to learn.
- Ability to work flexible hours.
- You must have and continue to hold a full Victorian Driver's Licence and a current employment Working with Children Check card.
- Commitment to VACCA's vision and purpose.

Please note: 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 people.

POSITION ACCOUNTABILITIES

- To undertake for all clients, timely research and thorough investigations which guide and direct the family tracing process;
- To provide support to all clients which ensures their wellbeing throughout the family tracing process and assists in leading up to a potential reunion;
- To ensure the safety and wellbeing of the client, assess their history, health and support needs and current access to services in order to develop a safety plan with and for each client. The safety plan to be regularly updated and to reflect referrals and other supports provided to the client during their time with the service;
- To work closely with the Bringing Them Home workers located within the region in order to ensure that the Stolen Generations and their families are receiving the social and emotional support they need from these services
- To encourage the Stolen Generations, including those incarcerated in prisons and their families to access the services provided by Link-Up Victoria
- To make referrals to appropriate services including any specialist or other social and emotional wellbeing services as required by the client.
- To be involved in group healing activities including healing camps, Stolen Generations events and other client group healing activities as organised by Link-Up Victoria.
- To undertake promotion of Link-Up Victoria to the Aboriginal and wider community



VACCA
Connected by culture

- To contribute to the effective delivery of the Link-Up service by:
 - Maintaining paper based and electronic client records.
 - Ensuring all work is properly recorded in Foxtrot.
 - Ensuring secure management of all programs files and compliance of relevant privacy legislation and VACCA policies.
 - Adhering to the Link-Up Victoria program manual
 - Completing a workplan and meeting key performance indicators according to the timelines set.
- To participate in ongoing professional development, external professional debriefing, professional supervision and cultural mentoring.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events
- Undertake other duties as directed

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.