

### Quick Response – Emergency Relief (Identified)

| EMPLOYMENT DETAILS         |                                  |                           |                                                                                   |
|----------------------------|----------------------------------|---------------------------|-----------------------------------------------------------------------------------|
| <b>Role type</b>           | Fixed Term                       | <b>Award</b>              | Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) |
| <b>Hours per week</b>      | Full time                        | <b>Pay Classification</b> | SCHADS 4.1                                                                        |
| <b>Reports to</b>          | wukangu manya<br>Program Manager | <b>Secondary Report</b>   | Director of Families, Healing and Response                                        |
| <b>Additional Benefits</b> | Access to Salary Packaging       |                           |                                                                                   |

### ORGANISATIONAL CONTEXT



Bendigo & District Aboriginal Cooperative (BDAC) is an ACCO (Aboriginal Community Controlled Organisation) registered as a member under the umbrella of VACCHO (Victorian Aboriginal Community

Controlled Health Organisation) and represented nationally through NACCHO (National Aboriginal Community Controlled Health Organisation).



BDAC was founded to represent and provide services to Aboriginal and Torres Strait Islander people living on Djaara Country.

BDAC has a responsibility to ensure growth of services, development of our Aboriginal and Torres Strait Islander community, better and improved health outcomes for our people, improved quality of life and be a lead agency in providing self-determination employment and career pathways for Aboriginal people.

### LOCAL WORK ENVIRONMENT

Bendigo and District Aboriginal Co-operative provides a range of specialist services for Community living on Djaara Country including a Medical Clinic, Health and Wellbeing, Family and Community Services, and Kindergarten.

### POSITION OBJECTIVE

The wukangu manya team at BDAC delivers a comprehensive range of culturally responsive support services designed to meet the diverse needs of our local Aboriginal and Torres Strait Islander community. These services include Quick Response (Emergency Relief), Initial Assessment and Planning (Intake), Aboriginal Private Rental Assistance Program (APRAP), Aboriginal Tenancies at Risk (ATAR), the Children's Resource Worker, and the Local Justice Worker Program (LJWP). Each program plays a vital role in promoting stability, wellbeing, and self-determination for individuals and families.

The successful applicant will join this dynamic and supportive team as a Quick Response (Emergency Relief) Practitioner, working directly with Aboriginal and Torres Strait Islander community members to provide timely assessments and assistance during periods of crisis and urgent need.

### BDAC'S VISION AND CORE VALUES

***"Empowered generations belonging to strong families, culture and community".***

Our Lore refers to the stories, customs, beliefs, and spirituality of our People. Our Lore guides our work and has been passed down through generations by our ancestors and knowledge holders. Our five LORE principles are:

- We keep our focus on Community priorities.
- We are brave.
- We think outside the box.
- We create a safe, caring, and supportive environment.
- We are accountable.

Please refer to our <https://www.bdac.com.au/our-strategy> for further information about our underlying principles within the BDAC Strategy.

### KEY POSITION RESPONSIBILITIES

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Primary Responsibilities</b> | <ul style="list-style-type: none"> <li>• Provide culturally safe emergency relief to Aboriginal and Torres Strait Islander community members, facing financial hardship by offering practical support like food, vouchers, clothing, and household items to help individuals and families through difficult times.</li> <li>• Connect community members in crisis with appropriate local services and supports, providing clear guidance to access help.</li> <li>• Collaborate closely with wukangu manya services, BDAC programs, external partners, and crisis services to deliver coordinated, culturally respectful responses.</li> </ul> |
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|                                    | <ul style="list-style-type: none"> <li>Engage respectfully with Aboriginal and Torres Strait Islander community members, offering direct, needs-based support to individuals and families.</li> <li>Answer and respond promptly to Quick Response phone calls, ensuring timely, culturally appropriate follow-up and accurate recording.</li> <li>Welcome and support community members attending the site with culturally safe and respectful responses to their essential needs.</li> <li>Keep accurate client records and complete required reporting in line with BDAC and program policies and requirements.</li> <li>Respond appropriately to child safety and family violence concerns through timely, culturally informed assessments and actions in line with organisational and legal requirements.</li> </ul>                                                                                                                                                                                                                                                         |
| <b>Response to Family Violence</b> | This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) as: <b>Tier 3 Intermediate Risk Assessment training and responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>General Responsibilities</b>    | <ul style="list-style-type: none"> <li>Perform administrative duties such as maintaining client records, managing correspondence, data entry, and completing required reporting to support program operations efficiently.</li> <li>Uphold BDAC's Values, Code of Conduct, and all relevant policies and procedures.</li> <li>Engage in supervision, professional development, and continuous quality improvement (CQI) activities.</li> <li>Attend team meetings, staff meetings, and community events as required.</li> <li>Comply with legislative and regulatory obligations.</li> <li>Identify and report risks promptly to your line manager, including completing incident reports via LogiqcQMS.</li> <li>Collaborate effectively within a team to meet performance and development goals in line with BDAC's program requirements.</li> <li>Follow reasonable directions from BDAC management.</li> <li>Maintain a safe work environment in accordance with BDAC's Occupational Health and Safety (OHS) policies.</li> <li>Perform other tasks as requested.</li> </ul> |

### COMMITMENT TO SAFETY

- BDAC has zero tolerance to all forms of violence.
- BDAC is committed to service delivery and a work environment that prioritises equity and diversity and actively supports inclusion. We aim to ensure every individual is treated with dignity and care with respect to their cultural background, ability, ethnicity, gender identity, sexual orientation, age, caring responsibilities, spirituality, or religion.
- BDAC is committed to the Child Safety Standards and believes that all children and young people have the right to be children and live free of abuse and neglect, so they can grow, learn, and develop. Everyone within BDAC is responsible for ensuring a culture of child safety, preventing child abuse.
- BDAC is committed to the health and wellbeing of its employees and stakeholders. Everyone within BDAC is required to foster a workplace that is safe and healthy that is free from all forms of harassment, bullying, and discrimination.

### KEY SELECTION CRITERIA

- Demonstrated knowledge and deep respect for Aboriginal culture, values, and traditions, with an understanding of the unique environment of Aboriginal Community Controlled Health Organisations (ACCHOs).
- A strong commitment to culturally safe and respectful practice, recognizing the strengths and needs of Aboriginal community members and fostering positive relationships with both community and colleagues.
- Sound knowledge of both Aboriginal specific and mainstream service systems, with the ability to navigate and connect community members to appropriate resources during times of crisis.
- Excellent communication and interpersonal skills, with the ability to engage respectfully and effectively with Aboriginal clients, families, and community stakeholders.
- Proven ability to organise and manage workload efficiently, balancing multiple tasks while maintaining cultural sensitivity.
- Experience in responding to crisis situations, demonstrating resilience and calmness when working in high-pressure or stressful environments.
- Ability to build and maintain strong, respectful relationships with clients and justice stakeholders, working collaboratively to achieve shared goals and positive outcomes.
- A strong team player with a commitment to collaborative and inclusive working relationships that value the voices and perspectives of Aboriginal people.
- Demonstrated experience in accurate data collection, record keeping, and reporting, aligned with organisational and cultural standards.

### Education, Training and/ or Competencies: preferred/ desired

- Diploma in Community Service Work, or a degree qualification in Psychology, Social Work, or a related field is highly preferred. Candidates willing to undertake ongoing study in the role are also encouraged to apply.
- Previous experience working with Aboriginal and/or Torres Strait Islander community members or within an Aboriginal organisation is highly desirable.

### CONDITIONS OF EMPLOYMENT

- Must pass a Criminal Police Record Check.
- Must pass and provide copy of Working with Children's Check (*or Teachers Registration if applicable*).
- Must hold current full Victorian Drivers Licence and provide a copy.
- Must have the right to work in Australia.
- Must pass an Employment History check; and
- Must have and maintain a commitment to child safety, equity, inclusion, and cultural safety.
- **Vaccination Policy:** all staff are encouraged to be vaccinated against whooping cough, measles, mumps, and rubella (MMR) (*if not immune*), influenza (*annually*), hepatitis A and B, chicken pox (*if not immune*); shingles (*for eligible people*), and COVID-19. It is expected that Clinic, aged care, and djimbaya, staff will be vaccinated against the above diseases and will be required to complete a **Vaccination Consent Form**. It is also expected that Clinic staff will be vaccinated again diphtheria, tetanus, and pertussis (DtP).

### EMPLOYEE STATEMENT

**I have read, understood, and accepted the above position description of the Quick Response – Emergency Relief (Identified)**

**EMPLOYEE NAME:** .....

**SIGNATURE:** .....

**DATE:** ...../...../.....