


## Wukangu manya Case Support/Administration

EMPLOYMENT DETAILS			
<b>Role type</b>	Fulltime	<b>Award</b>	SCHADS
<b>Hours per week</b>	38 hours per week	<b>Classification</b>	Grade 3
<b>Length of Term</b>	12 Months	<b>Salary</b>	As per award
<b>Reports to</b>	Wukangu manya co-ordinator	<b>Additional Benefits</b>	Access to Salary Packaging
<b>Secondary Report</b>	Wukangu manya program manager	<b>PD Last Review Date</b>	12 months

ORGANISATIONAL CONTEXT	
 <p>VACCHO member organisations</p>	<p>Bendigo &amp; 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).</p> <p>BDAC was founded to represent and provide services to Aboriginal and Torres Strait Islander people living on Djaara Country.</p> <p>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.</p>



LOCAL WORK ENVIRONMENT
<p>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.</p>

POSITION OBJECTIVE
<p>The Wukangu manya Case Support/Administration worker will provide practical, sound support to a team of case managers to deliver high quality, culturally appropriate, community-based supports to our local Aboriginal and Torres Strait Islander community.</p> <p>The successful applicant will support a broad range of services in the Wukangu manya team by conducting home visits, answering phones, completing transports and a range of administrative tasks to help support case managers working with families and individuals that have linked in or been referred to Wukangu manya BDAC.</p>

**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**

<p><b>Primary Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Provide administrative support to the Wukangu manya team, as required. This will include completing and working on all work sheets currently used in the program.</li> <li>• Establishing new client records on our reporting database, always ensuring confidentiality and accuracy.</li> <li>• Responding to a broad range of service email system as directed in a timely manner and manage all emails received in accordance with agreed protocols and procedures.</li> <li>• Participation in meetings at BDAC and with external agencies, including assisting with minutes and following up on meeting actions.</li> <li>• Developing good relationships with external contractors, such as property or emergency accommodation providers.</li> <li>• Occasionally, answering intake phone, completing home visits and intake appointments with case managers. This will provide the successful candidate opportunity to develop a strong understanding of risk assessment and safety planning processes building on their professional knowledge and skill set.</li> <li>• Liaising with external services and all services across BDAC around referral pathways, brokerage support and other support needs. This may include completing the required forms, or delivery of support items or information to clients.</li> <li>• Other duties as required</li> </ul>
<p><b>General Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Model and abide by BDAC Values, Code of Conduct, Policy, and Procedures.</li> <li>• Participate actively in supervision and professional development activities.</li> <li>• Ensure that you participate in team meetings, staff meetings and other community activities as requested.</li> <li>• Ensure that you adhere to legislative requirements.</li> <li>• Ensure that you report any risks identified immediately to your line manager.</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate within the team to ensure performance against expectations including performance management and staff development, in accordance with BDAC's policies and procedures.</li> <li>• Ensure that all staff are provided with and operate in a safe environment in accordance with BDAC'S OHS policies and procedures.</li> <li>• Participate in Continuous Quality Improvement (CQI) activities.</li> </ul>
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### COMMITMENT TO SAFETY

- All children 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, and abiding by the Child Safe Standards.
- BDAC is committed to the health and wellbeing of its employees and stakeholders.
- BDAC has a zero tolerance to all forms of violence.

### KEY SELECTION CRITERIA

- Knowledge and understanding of Aboriginal Culture and the ACCHO environment.
- An understanding of the needs of Aboriginal Community members, a commitment to culturally safe and respectful practice with clients and co-workers.
- Experience in providing administration support to projects or programs, preferably within the human services sector.
- Understanding of self-care and resilience when working with children and families in crisis and who have experienced trauma.
- Excellent time management skills. Initiative and motivation to seek out work to ensure the best service delivery to Community
- A keen, optimistic participant in a team working environment, an interest in working alongside team members and ability to work independently
- Computer skills, Ability to use a range of software and IT based reporting systems
- Excellent interpersonal and communication skills

### Preferred / Desired / Mandatory Education, Training and/or Competencies.

- Preferred minimum of certificate in community service work or administration.

### 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 and kindergarten 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 **Position Title**.

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

**SIGNATURE:** .....

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