



USE OF POSITION DESCRIPTION	
1. New appointment to this position	
POSITION DETAILS	
POSITION TITLE	Koori Women's Place (KWP) Support Worker
FULL TIME EQUIVALENT	1.0 FTE (negotiable)
REPORTING STRUCTURE	Reports to Koori Women's Place Coordinator
POSITION DIMENSIONS (BUDGET)	Nil
PURPOSE - Why does this position exist?	
To contribute to the delivery of an annual activities program which engages with the cultural, social and personal interests and needs of Victorian Aboriginal women; to assist with the delivery of a culturally appropriate support service which assists Aboriginal women to deal with family violence issues; to work effectively and in a culturally sensitive way to ensure Aboriginal women are supported as they access a range of external service providers and systems.	
RESPONSIBILITIES	
<p>KWP Program</p> <p>Assist with the delivery of an annual plan of events, activities and programs for the KWP</p> <p>Assist in delivering initiatives and activities that respond to specific Aboriginal community needs or issues as determined by the KWP Coordinator</p> <p>Assist with the provision of general information about FVPLS Victoria services, as well as information about the specific services provided by the KWP</p> <p>Communicate and liaise with external stakeholders that are connected with the KWP to maximise easy access and benefit for Aboriginal women using the services of the external stakeholders</p> <p>Contribute to maintaining a positive and welcoming environment in the KWP</p> <p>Supporting Aboriginal women</p> <p>Assist with "intake" or first points of contact processes with women attending the KWP, offering appropriate levels of privacy and confidentiality and completing documentation according to standard procedures</p> <p>Together with team members, maintain supportive relationships with Aboriginal women who engage with FVPLS Victoria, providing emotional and practical support, including connecting them with culturally safe counselling and other support services</p> <p>Work Practices</p> <p>Demonstrate team work and strong communication within the KWP team and across the organisation</p> <p>Provide respectful and consistent service to all women who attend the KWP in a way that reinforces the strength and positive values of Aboriginal culture</p> <p>Contribute to the work of ensuring that files and data are managed appropriately ensuring timely, accurate, secure and confidential treatment consistent with the standard business practices of the organisation</p> <p>Answer phone calls, emails and requests from all other communication modes in a timely and warm professional manner and take responsibility for follow up actions as required</p> <p>Projects</p> <p>Contribute to Early Intervention and Prevention initiatives such as community workshops, and to social action campaigns which FVPLS Victoria undertakes to promote awareness of family violence and its impact on Aboriginal women and children</p> <p>Undertake other tasks that may arise that contribute to FVPLS Victoria's goals.</p>	



Occupational Health and Safety	
Follow, and help others to follow, all health and safety procedures, and participate in all relevant training and complete timely reporting of any hazards, injuries or incidents. Proactively report on opportunities for improved health and safety.	
DECISION MAKING AUTHORITY	
Decision making within scope of responsibilities Recognise when to involve / escalate to the KWP Coordinator	
KEY INTERACTIONS	
Internal: KWP team members, colleagues within Community Engagement and other staff members.	External: Community organisations, partners, stakeholders and service providers as required.
KEY SELECTION CRITERIA (KSC)	
QUALIFICATIONS	
Essential: 1. Experience working in Aboriginal organisations, the community and/or private sector in roles requiring knowledge and skills in administering business systems and with high level customer service and/or relevant qualifications.	Desirable: Post-secondary qualification in a relevant area.
EXPERIENCE	
Essential: 2. Demonstrated high level administrative skills including the ability to work flexibly across a broad range of organisational functions 3. Demonstrated experience contributing to the successful delivery of events and gatherings 4. Demonstrated ability to work with Aboriginal organisations, communities and individuals in culturally appropriate ways as well as mainstream organisations 5. Highly effective communication and interpersonal skills, together with the ability to exercise sound judgement and work in a self-directed manner, and with the ability to contribute positively and function effectively as a team member. 6. Evidence of effective oral and written communication skills	Desirable: Confidence speaking in public and with an interest in developing skills to facilitate workshops and meetings.
COMPETENCIES	
TECHNICAL COMPETENCIES	
PC skills, including familiarity with MS suite of tools.	
GENERIC COMPETENCIES	
Emotional sensitivity, insight, humour and warmth dealing with all people, but especially with those who may have experienced challenging circumstances over time such as trauma, discrimination and cultural and/or social isolation.	



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ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

Employee Signature: _____
Name: _____

Date: / /

Direct Manager Signature: _____
Name: _____

Date: / /



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HR MANAGER CHECKLIST	
<ul style="list-style-type: none"><input type="checkbox"/> Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.<input type="checkbox"/> Place one copy of completed form and any attachments on the employee's Performance File.<input type="checkbox"/> Retain original completed form and any attachments on the employee's Personnel File. <p>Initials: _____ Date: _____</p>	