

**Murray Valley Aboriginal Cooperative**

87 Latje Road, Robinvale VIC 3549

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Murray Valley Aboriginal Cooperative was established in 1974 with a clear vision to provide Health, Housing and Child Care / Education to our Community. MVAC is now the largest service provider in Robinvale and welcomes you to apply for this position.

MVAC is committed to Safety and through compliance to our Standards we strive to embed this commitment throughout the organisation. Compliance to these standards is a mandatory requirement for all staff members. This Position Description provides our employees with specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability towards the achievement of our values and mission.

We are a flexible organisation and as such we expect individual roles will change over time, and position descriptions will change with them. Position descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

| Position Title | ITC Outreach Worker |
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| Purpose | <ul style="list-style-type: none">❖ Provide culturally safe outreach support to ITC clients in their homes, community settings and health services to improve access to health care and support services.❖ Work closely with the ITC Coordinator and clinical team to streamline care, address practical barriers, and support clients to follow their care and coordination plans.❖ Strengthen engagement between clients, MVAC, GPs, hospitals and other services to improve health outcomes and reduce preventable hospitalisations. |
| Cost Centre | Health |
| Management Hierachy | Team Member |
| Classification – Full or Part-time (%) | Part-Time |
| Scope or Purpose of Position | MVAC Health Service |
| Contractual Employment Period | All positions at MVAC are subject to funding and the satisfactory completion of the probation period. |
| Reports to Secondary | ITC Coordinator |
| Award | Aboriginal and Torres Strait Islander Health Award [MA000115] |
| Child Safety | MVAC aims to ensure the safety and well-being of children and youth throughout our organisation in line with current Child Safety Standards. In order to achieve this, MVAC |

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| | <p>has implemented all necessary legislation, regulations and guidelines pertaining to child safety at all levels of operation through policies and procedures.</p> <p>Management Responsibility: Priorities the safety and wellbeing of children to your staff. Regularly review the 11 standards at staff meeting level.</p> <p>Staff and Volunteers Responsibility: Priorities child safety. Implement the Child Safety and welling policies. Speak up about child safety.</p> |
| Salary or Compensation Rate (including superannuation) | <i>Note: Salary or compensation rates and conditions may be reviewed and considered at the annual performance review session only; notwithstanding any due increases in the respective over-riding award any or all adjustments in compensation conditions lies with the CEO, only, and no other agent of MVAC including the Direct Performance Reviewer.</i> |
| Salary Packaging | Available |
| Time Fraction Per Week | <p>Fulltime employees will work 34 hours per week over a 52-week year, and between the following weekly operating hours:</p> <p>Monday – Thursday: 9:00am – 5:00pm. Friday: 9:00am – 4:00pm. Closed Weekends, and National or Victorian Public Holidays.</p> <p>Breaks:</p> <ul style="list-style-type: none"> - 1-hour unpaid meal break if working for more than 5 hours. - 10 minutes each for morning and afternoon tea if working for every 4 hours. <p>Note: An employee may be requested to work hours outside the above times but may also have the right to refuse such request depending on the situation. Any excess hours maybe recognised by TOIL or direct payments, but not until it has been authorised by the CEO only.</p> |
| Required Pre-Employment Conditions or Screening Checks Mandatory training | <p>All MVAC employees, prior to appointment, are required have and maintain a WWCC and police check (no older than three months before application) In addition, the following information must be provided:</p> <ul style="list-style-type: none"> - A current unrestricted drivers' licence, (if required in your business area) <p>The following must be completed in the first 3 months of employment:</p> <ul style="list-style-type: none"> - Child Safety Training - MVAC Code of Conduct - MVAC Feedback and Complaints - Work, Health and Safety - Smoking, Vaping, Drug and Alcohol-free Policy training - MARAM - if required - First Aid Certificate (code finishing in 0003 or greater), |
| Primary Position Location | MVAC Offices, 87 Latje Road, Robinvale |
| Secondary Locations (If any) | As required |
| Probation Period | Six months after initial appointment; it can be deemed shorter at the discretion of |

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| | <p>the CEO only.</p> <p>During any probation period there will be two reviews undertaken; one approximately mid-way, and another two weeks before end of probation period at which time the employee could be come permanent for the terms of the funding source or have their probation period extended or their contract of service terminated.</p> |
| Performance Review Timing | Once an employee has had their contract of service confirmed and/or post the completion of the probation period there is usually a number of three-monthly performance / staff development reviews undertaken until the contract of service is completed or a new contract of service is renegotiated. |
| Direct Performance Reviewer | Executive Director of Programs |
| End of Contract Conditions | An end of contract can be deemed to have happened if the employee has resigned, retired, been terminated due to a breach of certain MVAC policies, and/or National or State legislations, or for other specific reasons stated in the contract of service. In most cases compensation maybe granted for an early completion of a contract of service. |
| Primary Legislation Position Operates Under | <ul style="list-style-type: none"> • Child Wellbeing and Safety Regulations • Child Wellbeing and Safety Act 2005 (the Act) • Child Safe Standards • Fair Work Act 2009 • Human Rights and Equal Opportunity Commission Act 1996 • Occupational Health and Safety Act 2017 |
| Key Internal Relationships | <ul style="list-style-type: none"> • Board of Directors • CEO / Executive Management team • Human Resource Manager • MVAC Health Practice • MVAC Early Learning team • MVAC IFS and SEWB teams • Health Promotion and Maternal Health teams |
| Key External Relationships | <ul style="list-style-type: none"> • Consumer Affairs Victoria • MVAC Funding Bodies • LMARG • Swan Hill Shire Council • Robinvale District Health Service • Robinvale College |
| Key Accountabilities and Duties / Selection Criteria | <p>Client outreach and engagement</p> <ul style="list-style-type: none"> ❖ Conduct regular outreach visits and contacts with ITC clients in homes, community settings, hospitals and clinics as appropriate. ❖ Build trusting, respectful relationships with clients, families and carers, using a strengths-based and culturally safe approach. ❖ Support clients to understand their appointments, care plans, medications and follow-up requirements, using plain language and culturally appropriate communication. |

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| | <p>Care coordination support</p> <ul style="list-style-type: none"> ❖ Liaise closely with the ITC Coordinator to identify client needs, priorities and actions, and to update on client progress and issues. ❖ Assist clients with practical aspects of care coordination, such as appointment booking, reminders, transport support, paperwork and navigation of services. ❖ Support discharge planning and follow-up after hospital admissions, ensuring clients understand their discharge instructions and follow-up appointments. <p>Addressing barriers and social determinants</p> <ul style="list-style-type: none"> ❖ Identify barriers to care such as transport, housing, finances, family responsibilities, cultural safety or communication issues, and feed this information back to the ITC Coordinator. ❖ Assist clients to connect with internal and external supports (e.g. social and emotional wellbeing, AOD, housing, Centrelink, community services) as directed. ❖ Advocate for clients within services where appropriate, while maintaining professional boundaries and working within program guidelines. <p>Communication and liaison</p> <ul style="list-style-type: none"> ❖ Maintain effective communication with the ITC Coordinator, GPs, practice nurses, hospital staff and other service providers involved in the client's care. ❖ Participate in case discussions, case conferencing and multidisciplinary meetings as requested. ❖ Provide timely feedback to the ITC Coordinator on changes in client circumstances, risks, or any concerns identified during outreach. <p>Administration, documentation and quality</p> <ul style="list-style-type: none"> ❖ Maintain accurate, timely and confidential client records of all contacts, visits and actions in the relevant client information system. ❖ Work in accordance with organisational policies, procedures and guidelines, including privacy, child safety, cultural safety and workplace health and safety. ❖ Contribute to program reporting requirements by providing activity data and case notes as required. ❖ Participate in supervision, team meetings, training and quality improvement activities. |
| Essential Personal Qualities | <ul style="list-style-type: none"> - Understanding and respect of local Aboriginal History - Aboriginal Cultural awareness - Ability to communicate effectively - Ability to work independently |
| Random Drug and Alcohol Testing | MVAC has a policy on the usage of drugs and alcohol throughout all business centres and therefore management has a right to conduct random drug and alcohol testing, as needed or directed by either MVAC CEO or MVAC Board. |
| Privacy Requirements | All successful applicants will be required to acknowledge the existence and daily application of the MVAC Privacy Policy https://www.mvac.org.au/privacypolicy/ which have been developed in-line with the Privacy Act 1988 https://www.oaic.gov.au/privacy/australian-privacy-principles/ |
| Disclosure of Information on Pre-existing Injuries or Conditions | There is an obligation on all applicants to fully disclose, either in application and/or at interview, any prior or present medically related injuries or conditions that could have a bearing on their ability to perform the duties and responsibilities of the position, as outlined in this Position Description, or potentially expose the employer to increased workplace-related liability in the future (see primary risk exposure section for guidance). Such information cannot be used by MVAC to discriminate the |

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| | <p>applicant in their consideration for suitability for the position, nor once employed in any performance reviews or promotion considerations</p> <p>https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law</p> |
| Continuous Professional Development (CPD) | <p>MVAC is a strong and active supporter of all employees undertaking opportunities to further enhance their professional, and personal skills and abilities within their area of employment. This development will be identified through the supervision process with you immediate manager.</p> <p>MVAC may provide this support through the conduct of internally or external managed workshops.</p> |
| Signature of Employee (once contract has been signed) | <ul style="list-style-type: none"> • |
| Name and Date: | <ul style="list-style-type: none"> • |