



**Murray Valley Aboriginal Cooperative**  
 87 Latje Road, Robinvale VIC 3549  
 03 5026 3353 | info@mvac.org.au  
[mvac.org.au](http://mvac.org.au)



**Murray Valley Aboriginal Cooperative** was established in 1974 with the aim to provide Health, Housing, Child Care, Family Services, and Social Emotional Wellbeing to our local community. MVAC is now the largest service provider in Robinvale and welcomes you to apply for this position.

MVAC is a Child Safe organisation and committed to the Child Safe Standards embedding this throughout the organisation. Compliance with these standards is a mandatory requirement for all staff members.

<b>Position Title</b>	<b>Wellbeing Support Worker</b>
<b>Position Number</b>	
<b>MVAC Cost Centre</b>	
<b>Senior or Middle Management, Team Member</b>	Team Member
<b>Classification – Full or Part-time (%)</b>	Full-time
<b>Scope and Purpose of Position</b>	<p>The Wellbeing Support Worker is responsible for aiding community members who present with multiple psychosocial issues including addiction related issues, mild to moderate mental illness, wellbeing interruptions, coping difficulties and loss and grief experiences. The Worker will provide a vital link for the local Aboriginal community to access support and connection to available resources across Robinvale and the Mallee and will be a referral aid to help clients access more specialised care and intervention where required.</p> <p>The role will work as part of a diverse team to provide trauma-informed, strengths-based support and early engagement, holistic needs assessment and short-term problem-solving assistance for identified clients, maintaining a manageable community caseload from engagement to closure. This is offered via outreach and onsite service delivery.</p> <p>The role will also provide cultural expertise and assistance to other staff across MVAC programs to ensure the overall care, treatment journeys and well-being needs of local Community are nurtured. This will include and is not limited to supporting community engagement, men’s and women’s groups, yarning circles, youth groups and Time Out Services.</p> <p>This position will additionally support the MVAC Family and Youth Services team in the delivery of the afterschool program, cultural camps, and school holiday program. It is anticipated that up to 0.2FTE of the role will be made available for the youth services team where planned.</p>

<b>Contractual Employment Period</b>	Twelve months in the first instance; possibility of extension dependent upon funding and satisfactory completion of the probation period.
<b>Time Fraction Per Week</b>	<p>Full-time employees will work 34 hours per week over a 52-week year with the following weekly operating hours:</p> <p>Monday – Thursday: 9:00am – 5:00pm.  Friday: 9:00am – 4:00pm.</p> <p>Closed Weekends, and National or Victorian Public Holidays.</p> <p>Breaks: 1 hour for lunch and 10 minutes each for morning and afternoon tea to be taken in shifts with other staff to ensure continuity of care.</p> <p><i>Note: Part-time and/or casual employees will work the agreed hours during a normal week, but if those agreed hours normally fall on a day that is a public holiday then they will not be entitled to payment for those days, but will need to work another day during the week for payment to be made.</i></p> <p><b><i>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 and prior to accrual.</i></b></p>
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award (SCHCADS) 2010 Level 2
<b>Child Safety</b>	<p>MVAC aims to ensure the safety and well-being of children and youth throughout our organisation in line with Child Safe Standards. In order to achieve this, MVAC has implemented all necessary legislative, regulatory requirements and guidelines pertaining to child safety at all levels of operation through policies and procedures.</p> <p><b>Management responsibility:</b></p> <p>Prioritize the wellbeing and safety of children and young people.  Regularly review the 11 Child Safe Standards at the staff meeting level.</p> <p><b>Staff and volunteer responsibilities:</b></p> <p>Prioritise the wellbeing and safety of children and young people.  Implement and apply child wellbeing and safety policies and procedures.  Speak up about child safety.</p>
<b>Salary or Compensation Rate (including superannuation)</b>	<p><b>TBD based on experience and qualifications</b></p> <p><i>Note: Salary or compensation rates and conditions will be reviewed and considered at the annual performance review session only; notwithstanding any due increases in the respective over-riding award any</i></p>

	<i>or all adjustments in compensation conditions lies with the CEO, MVAC only, and no other agent of MVAC including the Direct Performance Reviewer.</i>
<b>Salary Packaging Rights (if allowed)</b>	MVAC offers Salary Packaging
<b>Required Pre-Employment Conditions or Screening Checks</b>	<p>All MVAC employees, prior to any appointment, are required to obtain or hold a current police check (no older than three months before application) and maintain:</p> <ul style="list-style-type: none"> <li>- <b><i>A Working with Children Check. For more information: <a href="http://www.justice.vic.gov.au/workingwithchildren/">www.justice.vic.gov.au/workingwithchildren/</a></i></b></li> <li>- <b><i>Current unrestricted manual drivers' licence</i></b></li> <li>- <b><i>Police Check (current, no more than three-months before application)</i></b></li> <li>- <b><i>Current First Aid Certificate (code finishing in 0003 or greater)</i></b></li> </ul> <p><i>Note: MVAC will assist all employees during their term of employment to hold a current status or stay current for above conditions.</i></p>
<b>Primary Position Location</b>	<b>MVAC Offices, 87 Latje Road, Robinvale VIC 3549</b>
<b>Secondary Locations (If any)</b>	<p>All MVAC sites.</p> <p><i>The position is outreach which involves visiting the clients in their homes.</i></p>
<b>Probation Period</b>	<p>Usually six months after initial appointment; it can be deemed shorter at the discretion of 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 this stage the employee will pass their probation or have their probation period extended or their contract of service terminated.</p> <p>Post-probation the employee will may become full-time (or part-time) employee for the term of their contract, noting the funding and service agreement is a consideration.</p>
<b>Reporting relationships</b>	<p>This position will report to the Manager SEWB.</p> <p>For day-to-day operations reporting and collaboration will vary and might follow direction and support from the Senior Counsellor.</p> <p>The Wellbeing Support Worker will work with alongside other funded programs in the Social Wellbeing Program team including HACC/CHSP, Elder Care Support, Time Out Services.</p> <p>When supporting the Youth Services Team, the Wellbeing Support Worker may be required to work under the direction of a nominated Youth Services Team Leader or nominated Family Services staff member.</p>
<b>Secondary Report:</b>	MVAC Executive Director of Programs if SEWB manager is unavailable

<b>Performance Review Timing</b>	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. This will include an annual performance review 12-months post successfully completing the six-month probationary period.
<b>Direct Performance Reviewer</b>	Manager Social and Emotional Well Being (SEWB)
<b>Secondary Performance Reviewer (if any)</b>	Executive Director of Programs
<b>End of Contract</b>	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 some cases compensation maybe granted for an early completion of a contract of service.
<b>Daily Line Responsibilities (Positions)</b>	N/A
<b>Line Performance Review Responsibilities</b>	N/A
<b>Primary Legislation Position Operates Under</b>	<ul style="list-style-type: none"> <li>• Fair Work Act 2009 (Cth)</li> <li>• Australian Human Rights Commission Act 1986 (Cth)</li> <li>• Racial Discrimination Act 1975 (Cth)</li> <li>• Sex Discrimination Act 1984 (Cth)</li> <li>• Occupational Health and Safety Act 2004 (Vic)</li> <li>• Occupational Health and Safety Regulations 2017</li> <li>• Worker Screening Act 2020 (Vic)</li> <li>• Child Wellbeing and Safety Act 2005</li> </ul>
<b>Secondary Legislation or Policies Position Operates Under</b>	<ul style="list-style-type: none"> <li>• State and Federal Child Safety Standards</li> </ul>
<b>Key Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Manager Social Wellbeing</li> <li>• Coordinator: Time Out Service; Elder Care Support</li> <li>• Senior Counsellor</li> </ul>

	<ul style="list-style-type: none"> <li>• Alcohol and Other Drug (AOD) Worker</li> <li>• Manager Family Services</li> </ul>
<p><b>Key External Relationships</b></p>	<ul style="list-style-type: none"> <li>• Community members</li> <li>• Community networks and local organisations</li> <li>• Robinvale College</li> <li>• Robinvale District Health Service (RDHS)</li> <li>• Mildura Base Public Hospital (MBPH)</li> <li>• Victorian Aboriginal Community Controlled Health Organisation (VACCHO)</li> <li>• Mental Health and Wellbeing Local</li> <li>• Sunraysia Community Health Service (SCHS)</li> <li>• Mallee District Aboriginal Services (MDAS)</li> </ul>
<p><b>Key Accountabilities</b></p>	<ul style="list-style-type: none"> <li>• Work as part of the MVAC Social Wellbeing Team to implement components of funding and program obligations and assist in achieving the measures and targets set on an annual basis</li> <li>• Assist the team develop and deliver programs, services, or external referrals that are identified from care plans developed by the health professionals and senior counsellors</li> <li>• Identify and arrange monthly community-based education programs to raise community awareness of relevant social and emotional wellbeing issues</li> <li>• Ensure clients presenting with mental illness and substance use concerns have the opportunity to attend workshops on lifestyle and healthy eating, organised in conjunction with the MVAC Social Wellbeing Team, Time Out Service, Health Service Team or, external partners (e.g. Robinvale District Health Services)</li> <li>• Collect and record data in regard to the number of client contacts, number of referrals and any other data required for reporting purposes</li> <li>• Contribute to reports on a monthly basis (or as required) which reflect the targets and measures set out in funding contracts</li> <li>• Manage client records and information in line with privacy and confidentiality</li> <li>• To maintain client records and input data into the Communicare Database on a daily basis</li> <li>• Complete client goal plans led by client and supported by wider care team members/SEWB colleagues</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain financial record as per expected MVAC policy and procedures</li> <li>• Participate in team meetings, supervision and professional development</li> </ul>
<p><b>Key Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Work within the trauma-Informed and strength-based framework when delivering services to clients, potential clients and community.</li> <li>• Facilitate referrals for non-residential counselling and rehabilitation.</li> <li>• Seek feedback from agencies in terms of the appropriateness of referrals.</li> <li>• With input from the Senior Counsellor and AOD worker, help to develop and provide group programs aimed at diversion or harm minimisation from substance abuse for adults, youth and Community</li> <li>• Develop and co-facilitate cultural awareness camps, drug and alcohol-free camping trips, visits to other SEWB providers or site visits with other partners (e.g. Dardi Munwurro)</li> <li>• Facilitate client access to Mildura Base Public Hospital and other appropriately identified Mental Health facilities as per assessment and indication completed by specialists and senior workers.</li> <li>• Identify and arrange skills and training courses in Robinvale for clients, as part of the diversionary program (e.g. basic mechanics workshops, basic welding courses etc)</li> <li>• Promote social wellbeing forums in schools and other community settings regarding mental health concerns, substance use and threatening behaviour in relationships, sharing information about how these impact on wellbeing and safety.</li> <li>• Provide opportunities for community members to participate in positive lifestyle activities as a means of decreasing sedentary behaviours and improve health e.g. bike riding groups, walking groups, gym programs etc.</li> <li>• Arrange recreational, sporting and health related activities which promote prevention of 'at-risk' behaviours</li> <li>• Liaise with the MVAC Health Service Team and organise adult health checks for clients</li> <li>• Maintain effective links with relevant referral agencies</li> <li>• Maintain self-care and attend supervision and reflective practice regularly</li> <li>• Maintain all client files and administrative duties as required, ensuring records are completed in timely, reliable and safe ways</li> </ul>

	<ul style="list-style-type: none"> <li>• Work closely with the broader social wellbeing team to ensure best outcomes for shared clients</li> </ul>
<p><b>Key Challenges within the position</b></p>	<ul style="list-style-type: none"> <li>• Prioritising self-care and recognising the signs of burn out and vicarious trauma</li> <li>• Maintaining safe boundaries and managing personal and professional boundaries</li> <li>• Working within scope of the position</li> <li>• Cultural load</li> <li>• Personal and professional ethics can become challenged at times and need to be safely explored in supervision and reflective practice</li> <li>• Access to timely referrals and external services can sometimes be difficult and can be supported via good internal communication, escalation processes and sound support from senior colleagues and management</li> <li>• Psychosocial safety – exploring impact of your role is encouraged to be explored and reflected upon in safe, well contained forums such as line supervision, case/clinical supervision, reflective practice or via the external Employee Assistance Program available</li> <li>• Time management is a foundation of effective and accountable practice and needs to be continually considered if tasks or working demands become burdensome</li> <li>• Risk management</li> </ul>
<p><b>Key Selection Criteria</b></p>	<ul style="list-style-type: none"> <li>• An appreciation of and understanding of Aboriginal culture</li> <li>• Respect for Elders, present and emerging wisdom and their needs, experiences and</li> <li>• Strong organisational and time management skills</li> <li>• Understanding and willingness to learn more about lifestyle and substance related issues which effect the wellbeing of Aboriginal youth and community.</li> <li>• The ability to communicate effectively with Aboriginal people and to handle cultural issues in a sensitive manner</li> <li>• Ability to work cooperatively and effectively as part of a team and to take direction from direct supervisors and senior colleagues as required</li> </ul>
<p><b>Qualifications and experience</b></p>	<ul style="list-style-type: none"> <li>• A qualification in Community Services or related field (Cert IV level or higher) or willingness to obtain</li> <li>• Experience in general maintenance work</li> <li>• Current Level 2 First Aid Certificate</li> </ul>

	<ul style="list-style-type: none"> <li>• Current Manual Driver’s Licence</li> </ul>
<b>Other requirements:</b>	<ul style="list-style-type: none"> <li>• The successful applicant must possess and maintain a current Victorian Manual Driver Licence and be prepared to work across a range of MVAC property locations including outreach.</li> <li>• Knowledge of legislation relevant to the position, with particular awareness of Occupational Health and Safety (OHS)</li> <li>• Willingness to follow Murray Valley Aboriginal Cooperatives policies, procedures and systems in the delivery of work projects</li> </ul>
<b>Essential Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Being well-presented, friendly, and courteous</li> <li>• Honesty and personal and professional integrity</li> <li>• Respect for diversity, lived experience, and service to community</li> </ul>
<b>Primary Risk Exposures for Position</b>	<ul style="list-style-type: none"> <li>• Outreach to clients homes and other uncontrolled environments</li> <li>• Multi-site travel and use of MVAC vehicles</li> <li>• Clients under stress</li> <li>• Aggressive behaviour</li> <li>• Social and emotionally distressing behaviours</li> </ul>
<b>Physical Requirements</b>	<ul style="list-style-type: none"> <li>• Sitting in a sedentary position for long periods of time, especially when driving long distances</li> </ul>
<b>Random Drug and Alcohol Testing</b>	<ul style="list-style-type: none"> <li>• <b>MVAC has a policy on the usage of drugs and alcohol, and especially in the areas of family / counselling, childcare and health practice services, and therefore management has a right to conduct random drug and alcohol testing, as needed or directed by either MVAC CEO or MVAC Board.</b></li> </ul>
<b>Selection and Appointment Process</b>	<ul style="list-style-type: none"> <li>• All applications will be assessed within five working days of close of application, a short-list will be created for applicants to be invited to attend an interview; those applicants not short-listed will be notified of their unsuccess within five working days of the close of application.</li> <li>• Interviews will usually be conducted within ten working days of the close of applications; all short-listed applicants will be notified of their success by email only.</li> <li>• Most interviews will be conducted face to face on MVAC grounds unless there are constraints on applicant’s attendance or State legislation.</li> <li>• Applicants will be interviewed by at least two interviewers; best practice is three. The interviewers will be selected from a broad range of program areas including but not limited to members of the Board of</li> </ul>

	<p>Directors, respected members of the local Aboriginal community, Supervisory Staff Members, External Agency Representatives or consumers.</p> <ul style="list-style-type: none"> <li>All applicants must provide the names and contact details of a minimum of two current and suitable referees; these referees will be contacted before any appointment can take place.</li> </ul> <p><b>All interviewed applicants will be notified, via phone or letter, of their success as the preferred suitable candidate within five days after all interviews. The preferred suitable candidate will require successful safety screening to be completed (that is a current Working With Children Check and a returned current National Police Check). Where the preferred suitable candidate successfully completes the safety screening a referee checking process will be completed <i>PRIOR</i> to a contract being prepared and offered.</b></p>
<p><b>Privacy Requirements</b></p>	<p>All successful applicants will be required to acknowledge the existence and daily application of the MVAC Privacy and Confidentiality Policy which have been developed in-line with the Privacy Act 1988 (Cth)</p> <p><a href="https://www.oaic.gov.au/privacy/australian-privacy-principles/">https://www.oaic.gov.au/privacy/australian-privacy-principles/</a></p>
<p><b>Disclosure of Information on Pre-existing Injuries or Conditions</b></p>	<p>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 applicant in their consideration for suitability for the position, nor once employed in any performance reviews or promotion considerations</p> <p><a href="https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law">https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law</a></p>
<p><b>Continuous Professional Development (CPD)</b></p>	<p>MVAC is a strong and active supporter of all employees undertaking opportunities to further enhance their professional, and personal skills and abilities.</p> <p>MVAC may provide this support through the conduct of internally managed workshops, payment for attendance to externally provided workshops, or direct compensation for course fees or levies.</p>
<p><b>Any Other Information</b></p>	<ul style="list-style-type: none"> <li>Murray Valley Aboriginal Co-Operative Ltd (MVAC) is an Equal Opportunity Employer.</li> </ul>

	<ul style="list-style-type: none"> <li>• Selection will be based on assessing demonstrated performance of the skills, knowledge behaviours and other qualifications relevant to the position.</li> <li>• Aboriginal people are strongly encouraged to apply.</li> <li>• MVAC reserves the right not to appoint.</li> <li>• MVAC is committed to continuous quality and service delivery Improvement and would expect all employees to work with and within these improvements systems.</li> <li>• <b>MVAC, its buildings and grounds are ‘smoke, alcohol, vape and e-cigarette free’.</b></li> </ul>
<p><b>Contact Persons for Further Information</b></p>	<p>Social Wellbeing Manager, Pauline Ugle  E: <a href="mailto:pauline.ugle@mvac.org.au">pauline.ugle@mvac.org.au</a>  P: 1800 966 111</p>
<p><b>Position Responsible for Position Description Review, and when.</b></p>	<p>Executive Director of Programs  13 April 2028</p>
<p><b>Key MVAC Governance Issues</b></p>	
<p><b>Our Vision: Cultural Strength and Independence</b>  <i>We want to further develop a strong cultural foundation for current and future generations of Indigenous people with programs that improve existing standards of Aboriginal housing, Aboriginal jobs, Indigenous welfare, and Indigenous education.</i></p> <p><b>Our Mission: Improving the Lives of Aboriginals</b>  <i>We aim to provide services that are beneficial to, and consistent with, the core values of Aboriginality. We encourage community collaboration and contribution to Indigenous assistance programs, and actively promote Aboriginal cultural and family values.</i></p> <p><b>Everything MVAC offers or provides is founded on:</b></p> <ul style="list-style-type: none"> <li>• Respect and support for the values of the Aboriginal Community</li> <li>• Honesty and integrity</li> <li>• Transparency, accountability and fairness in our decision making</li> <li>• Professional, reliable and timely service delivery’</li> <li>• Valuing our staff and provision of a diverse and supportive workplace</li> <li>• Displaying cultural strength and awareness</li> </ul>	

Furthermore, MVAC is committed to improving the health and welfare of Aboriginal people in Robinvale and Murray Valley districts, by providing information and access to culturally appropriate support services and programs for health care, child care, aged care, housing, employment and legal matters <https://www.mvac.org.au/>

Lastly, MVAC actively supports and embodies, on a daily basis, within all policies, practices and community relationships the five governing principles promoted by Reconciliation Australia in its mission statement *'At its heart, reconciliation is about strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, for the benefit of all Australians'* <https://www.reconciliation.org.au/what-is-reconciliation/>

<b>Signature of Employee (once contract has been signed)</b>	
<b>Name printed</b>	
<b>Date</b>	
<b>Witness Name printed</b>	
<b>Signature</b>	
<b>Date</b>	