



Njernda Aboriginal Corporation

## NJERNDABORIGINAL CORPORATION

### POSITION DESCRIPTION

#### Pastoral Care Support Worker

#### PURPOSE OF THE ROLE

The purpose of the Pastoral Care Support Worker is to build meaningful, culturally respectful, and spiritually nurturing relationships within the Aboriginal community of Echuca. Grounded in Christian faith and guided by a deep understanding of Aboriginal history, culture, and identity, the Pastoral Care Support Worker will walk alongside individuals and families to offer pastoral care, spiritual leadership, and practical support. This role seeks to foster healing, hope, and reconciliation by empowering community members, facilitating culturally safe spaces for worship and connection, and collaborating with local Elders and organisations to respond to the unique needs and strengths of the community.

| Position Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                            |
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| Position Title:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Pastoral Care Support Worker                               |
| Location / Department / Division:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Corporate Services, 51-55 Heygarth Street, Echuca VIC 3564 |
| Reports to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Chief Executive Officer                                    |
| Positions reporting to this role:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Nil                                                        |
| Hours:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 37.5 hours per week, full time                             |
| Budget / Funding:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 100000                                                     |
| Award and Pay Grade / Level:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Award: SCHADS Level / Grade: 3                             |
| Pay Point classification (if applicable)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Pay point: 4                                               |
| Position Description last reviewed:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 24 October 2025                                            |
| Key Accountabilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                            |
| <ul style="list-style-type: none"> <li>• Offer culturally sensitive spiritual and emotional pastoral care and support to individuals and families within the Aboriginal community through visitation, prayer, counselling, and presence.</li> <li>• Develop and maintain strong, respectful relationships with local Aboriginal people, Elders, and families, listening deeply and walking alongside them in their life journeys.</li> <li>• Facilitate and participate in gatherings, services, and events that reflect and honour Aboriginal culture, spirituality, and expressions of faith.</li> <li>• Partner with Aboriginal Elders, community leaders, and local organisations to guide ministry direction and ensure cultural appropriateness in all activities.</li> <li>• Promote healing and reconciliation by actively engaging in truth-telling, acknowledging historical and ongoing injustices, and advocating for systemic change where needed.</li> <li>• Support the growth of Aboriginal Christian leadership by mentoring young people and encouraging their spiritual, cultural, and personal development.</li> <li>• Facilitate initiatives and coordinate gatherings that support social, emotional, and spiritual healing, including grief and loss support, trauma-informed care, and community connection.</li> </ul> |                                                            |

- Work in unity with local churches, denominations, and Christian organisations to build bridges and ensure a collaborative approach to ministry in Echuca.
- Uphold personal spiritual growth, engage in regular supervision and accountability, and seek ongoing cultural learning and spiritual discernment in all aspects of the role.
- Any other relevant duties, within scope of skill level and training, as required by the CEO, from time to time.

### Organisational Responsibilities

Positively promote Njernda within and externally to the organisation

Comply with the Njernda Code of Conduct

Each employee has a responsibility to comply and promote practices with all Njernda policies and procedures and familiarise themselves with those relevant to their position

Comply with relevant registration bodies mandatory continuing professional development requirements as applicable, but not limited to case reviews, staff meetings, planning forums, service reviews and the integration of client feedback

Carry out all work and interactions in alignment with Njernda values

Apply the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Njernda Aboriginal Corporation.

Commitment to ensuring a culture of child safety, preventing child abuse, and abiding by the child safety principles

Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position

Each employee has a responsibility to comply with and promote compliance with their industry standards and relevant regulatory requirements

Participate in performance appraisal and supervision processes

Follow all work / occupational health and safety policies and procedures associated with conducting activities on or offsite

### Njernda Values

All staff are expected to behave in a way that is in alignment with our values:

#### Respect



Establish relationships based on respect and trust.  
Treats people with dignity, fairly and openly.  
Demonstrates personal standards of consistency, tolerance and patience.

#### Accountability



Taking ownership and initiative of Njernda values to ensure trusted collaborations are formed.  
Be thoughtful of the impact of one's own behaviour on others.

#### Resilience



Encouraging cultural and spiritual growth to enable personal growth

#### Advocacy



Working to transform the disadvantaged and challenge the causes that impact on our community.

|                                                                                                                  |                                                                               |
|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <b>Cultural Sensitivity</b><br> | Welcoming and serving our community with understanding and without judgement. |
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| Key Relationships                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |
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| Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | External                 |
| CEO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Local Community & Elders |
| Management Team                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Churches                 |
| Njernda Staff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Funeral Homes            |
| Selection Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |
| <b>Essential:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |
| <b>Qualifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |
| <ul style="list-style-type: none"> <li>Certificate IV or Diploma in Community Services, Youth Work, or Social Work or Pastoral Care, Chaplaincy, or Christian Counselling or similar</li> </ul>                                                                                                                                                                                                                                                                                                                     |                          |
| <b>Skills</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                          |
| <ul style="list-style-type: none"> <li>Ability to work sensitively and respectfully with Aboriginal people, understanding cultural protocols, kinship structures, and the importance of Elders and community decision-making.</li> </ul>                                                                                                                                                                                                                                                                            |                          |
| <ul style="list-style-type: none"> <li>Strong Christian Biblical faith, and capacity to provide pastoral care, spiritual guidance, and lead faith-based activities (prayer, worship, counselling) in ways that are both Christ-centered and culturally safe.</li> </ul>                                                                                                                                                                                                                                             |                          |
| <ul style="list-style-type: none"> <li>Highly developed interpersonal skills to build trust, foster healing relationships, and collaborate effectively with Elders, families, and local organisations.</li> </ul>                                                                                                                                                                                                                                                                                                   |                          |
| <ul style="list-style-type: none"> <li>Demonstrated history of engaging with Aboriginal communities, showing respect for culture, identity, and history, preferably within Echuca or the broader Murray River region.</li> </ul>                                                                                                                                                                                                                                                                                    |                          |
| <ul style="list-style-type: none"> <li>Previous role(s) providing pastoral care, community ministry, chaplaincy, or church leadership that involved supporting people spiritually and practically.</li> </ul>                                                                                                                                                                                                                                                                                                       |                          |
| <ul style="list-style-type: none"> <li>Hands-on experience developing or delivering community-based programs, outreach, or support initiatives (e.g., family support, youth work, healing groups, or cultural connection activities).</li> </ul>                                                                                                                                                                                                                                                                    |                          |
| <b>Experience</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |
| <ul style="list-style-type: none"> <li>2 years of experience in similar role</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |
| <b>Satisfactory evidence of:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |
| <p>Pre-employment checks not limited to at least two professional referees, proof of identity and qualifications, National police check, Working with Children's Check, full Victorian driver's license, disclosure of any pre-existing illness / injury and vaccination status in line with Njernda's current policy and procedure, and as applicable – eligibility to work in Australia, professional/regulatory licenses, registration and current good standing, and clearance on aged care banning orders.</p> |                          |
| <b>Desirable:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |
| <ul style="list-style-type: none"> <li>Regional or rural Australian work experience in a similar role</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                    |                          |

## TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to

me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: \_\_\_\_\_

Date:    /        /

Print Name: \_\_\_\_\_

PLEASE KEEP A COPY OF THIS POSITION DESCRIPTION FOR YOUR RECORDS

cc: Employee File