

POSITION DESCRIPTION

Position	Investigator
Reports to	Manager Investigations, CQI
Direct Reports	None
Status	Full time (38 hrs pw, though flexible hours considered)
Location	Based at 340 Bell St, Preston

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organisation of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 600 staff and delivers more than 70 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing.

Central to VACCA's work is the importance of connection to family, community and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA will play a key role in the process of transitioning the care and case management of Aboriginal children from government and non-Aboriginal organisations to Aboriginal community-controlled organisations following the recent decision of the Victorian Government.

VACCA is implementing cultural therapeutic ways (CTW) which is an agency wide framework that underpins our work with the community, our clients and staff.

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

PROGRAM AREA

CQI plays a critical role in giving assurance to VACCA's Leadership Group and Board that the right things are being done, in the right way and at the right time to progress VACCA's vision.

It does this by assessing how well organisational processes and systems are being managed, and assessing compliance with legislative, regulatory and contractual obligations, and service and quality standards. These foundational elements are important for quality accreditation, service delivery registration and the efficient and effective delivery of services, and to support VACCA's attainment of its strategic objectives.

In helping VACCA staff reduce or prevent harm and keep clients, staff and VACCA safe, CQI develops a joint program with client services of quality improvement priorities. It manages a schedule of work activities of audit processes, data analysis, interrogation and reporting on feedback and bring-up mechanisms, tracking issues such as Privacy breaches, quality improvement initiatives, oversight of an end to end Privacy framework, evaluating results and making recommendations for improvement, and reporting to relevant parties. CQI's central oversight of policies, procedures and practice directives ensures that VACCA processes are streamlined and embeds compliance and our strategic frameworks within our work.

In monitoring feedback mechanisms, CQI plays an important role informing VACCA on how it is meeting its obligations and escalates emerging risks and issues for resolution. This includes initiating and tracking quality improvement actions and reporting on matters to the Safety and Quality Governance Committee (the Committee) and other governance groups as appropriate. CQI's systems integration staff facilitate regional quality planning, audits, and program / compliance reporting.

CQI assists VACCA to deliver safe and quality services through its workstream responsible for the investigation of allegations and incidents in line with the requirements of the Commissioner for Children & Young People's (CCYP) Reportable Conduct Scheme and the Department of Families Fairness and Housing (DFFH) Critical Incident Management System (CIMS). CQI are also responsible for managing child safety, by identifying risks, aligning VACCA's processes and practice to the Child Safe Standards, as well as developing targeted communications and training for staff.

VACCA currently holds Rainbow Tick (RT) accreditation. CQI oversight ensures that VACCA maintains RT accreditation and achieves a whole-of organisation approach to inclusivity. Holding RT accreditation enables VACCA's services to better respond to Aboriginal people from LGBTIQ+ communities, including male victims, female perpetrators and brotherboys and sistagirls in seeking family violence support.

This program area is a strategic, support service Unit and has no direct responsibility for client service delivery or operational infrastructure support services other than establishing and maintaining quality improvement mechanisms to enable meaningful reporting on the safety and quality of VACCA's service delivery.

Operating on the understanding that continuous quality improvement (CQI) is incorporated into everyone's work, CQI's role is to foster and embed this understanding through learning opportunities and support to all staff, programs and services. Structures such as the Committee have been established on the principle that CQI is best driven by example and authorisation from the top.



POSITION SUMMARY

As part of CQI, you will work with a highly motivated and positive group of people who are passionate about assisting VACCA deliver safe, quality services. This role will undertake a diverse range of activities related to the oversight, case review and investigation of critical incidents that promote the safety and wellbeing of children, young people and families receiving services from VACCA.

In consultation with the Manager Investigations, the primary mechanisms for screening of matters to determine if they might be reportable are through consultations with staff about an allegation or incident, and regular review of incident reports.

In consultation with the Manager Investigations, the Investigator will assist with client incident management, and screen, plan and conduct high quality investigations and case reviews into allegations against staff, carers, volunteers, and contractors of abuse, neglect, misconduct and reportable conduct.

Responsibilities include writing a range of investigation related documents including case review/investigation plans, case review/investigation reports, and reportable conduct updates. This role will monitor the response to and completion of actions and recommendations arising from case reviews/investigations completed by this role, and any follow up reviews, to ensure continuous quality improvement. Identifying and reporting emerging risks and issues to the Manager Investigations will assist in managing and mitigating safety and quality risks.

This role will have responsibility for developing collaborative and supportive professional relationships with VACCA managers and staff and, in consultation with the Manager Investigations, with key operational stakeholders such as the respective State child protection agencies and the Police.

All CQI staff play a leadership role by ensuring their practice is aligned with CTW.

KEY RELATIONSHIPS

Internal: VACCA staff, clients and community members, such as foster carers and volunteers.

External: As determined by Manager Investigations/Executive Manager CQI.

KEY SELECTION CRITERIA

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and capacity to take a leadership role in championing these internally and externally.
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities.
- Demonstrated experience in working and engaging with Aboriginal families and children / demonstrated experience in child and family sector.
- Demonstrated ability to understand and apply principles of natural justice and procedural

fairness in conducting investigations and other best practice investigative principles.

- Demonstrated project and task management, sound judgement, organisational skills, including strong attention to detail, the ability to analyse and assess information and the proven capacity to deliver on multiple, competing and varied tasks within mandated timeframes.
- Excellent conceptual, analytical and problem-solving skills, the ability to assess complex information, identify practice and technical issues arising from investigations and case reviews.
- Proven engagement and relationship building skills, with evidence of excellent consultation, communication, interpersonal and dispute resolution skills, showing capacity to work collaboratively with others, negotiate and exercise influence in a diversity of contexts and with management and staff at all levels to develop and implement creative, innovative and flexible solutions.
- Excellent report writing, data collection, tracking and analysis, documentation, administrative and organisational skills and computer literacy.
- Knowledge and understanding of quality management systems preferable.
- Capacity to engage and work as a team member and independently.

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working with Children Check card and a National Police Check.
- Current COVID-19 vaccination (minimum one dose, prior to commencement)

POSITION ACCOUNTABILITIES

- Participate in processes that promote and support wellbeing and safety of all team members.
- With Manager Investigations, quality assure incident report content with client risk assessed and mitigated, responses and follow up to DHHS are at expected safety and quality standards.
- Support the Manager Investigations in the development, implementation and improvement of systems, processes, tools, and supporting documentation and infrastructure to support best practice service provision along the full CIMS pipeline, including ensuring the new CRM is fit-for-purpose
- In consultation with Manager Investigations, analyse client incidents and allegations against staff (including carers) to assess and mitigate client risk and identify possible reportable conduct.
- Support practice consultations and regularly review client incident reports to determine if an investigation is the appropriate response.
- Ensure principles of natural justice and procedural fairness are applied in all investigations, and demonstrate a strong client-centred, culturally informed focus.
- Solid methodology evidenced in work planning, evidence collection, forensic interviewing, analysis and outcome reporting of case reviews/investigations, and evidence that administrative matters are completed and documented such as allegations letters, evidence gathered, and provision of investigation updates as appropriate.
- Interpret and apply relevant legislation and policies and VACCA policy and procedures, and

other guidance as determined by the Executive Manager CQI.

- Show analysis of highly confidential and sensitive information and evidence related to allegations and incident investigations happens in a timely and non-prejudicial manner.
- Prepare high quality investigation reports showing objective, considered and coherent analysis of evidence and sound recommendations and draft outcome letters and other correspondence, for Manager Investigations review.
- Work with Manager Investigations to ensure report content and clarity regarding investigation findings has considered relevant fact and evidence (on the balance of probabilities).
- Complete updates and follow up on requests from external safeguarding bodies as required, for review of the Executive Manager CQI.
- Ensure investigations and reportable conduct outcomes are documented and any recommendations and actions completed, feedback provided to those who have reported the incident, and any non-completion/barriers reported to the Manager Investigations for the Executive Manager CQI.
- Ensure timely and accurate completion of required data input, and information enabling trend or theme analysis about client incident management, and escalation of emerging risks/issues.
- Manage the client incident workflow assigned to you, provide regular status updates, including any emerging risks / issues for improvement.
- As part of continuous improvement, contribute to the development and delivery of tailored training to staff to improve their understanding of identification, response and follow up of allegations of abuse, neglect or possible poor quality of care.
- Foster collegial relationships and interact proactively with all staff to support operational programs and to negotiate and influence quality outcomes.
- Provide support to staff in oversight of incident and investigation compliance requirements.
- Participate in relevant meetings and forums.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Participate proactively in team project initiatives.
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events.
- Undertake other duties as directed.

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.