

POSITION DESCRIPTION

Position	Team Leader Investigations
Reports to	Executive Manager, CQI
Direct Reports	Investigators
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

Aboriginal self-determination - Live, Experience and Be.

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 breaches, quality improvement initiatives, evaluating results and making recommendations for improvement, and reporting to relevant parties.

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 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 Health and Human Services (DHHS) Critical Incident Management System (CIMS).

CQI assists VACCA achieve a whole-of organisation approach to Rainbow Tick (RT). Undertaking RT accreditation will enable 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.

This role will have responsibility for the care, oversight and development of Investigator staff, and ensure work by all investigation team members is delivered in a timely manner, of acceptable standard across all processes, and demonstrates investigative best practices.

Risks and issues are to be proactively managed and escalated to the Executive Manager CQI as appropriate. Regular reports that provide clear status updates on performance, risks, and issues across the client incident and investigation landscape will enable VACCA to identify and address gaps and publicise good practice.

Responsibility for developing collaborative and supportive professional relationships, providing advice and building knowledge about client incident management, is also expected with VACCA managers and staff.

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: External safeguarding bodies, Government, funding bodies, ACCOS, CSOs with CIMS oversight.

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.
- Preference Cert IV Government Investigations and knowledge and understanding of quality management systems.
- Supervisory experience.
- 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 and a current employment working with children checkcard.

POSITION ACCOUNTABILITIES

- Participate in processes that promote and support wellbeing and safety of all team members.
- Regular care, supervisory oversight, mentoring and professional development of Investigators.
- Contribute to 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.
- Processes in place to quality assure incident report content with client risk assessed and mitigated, responses and follow up to DHHS are at expected safety and quality standard.
- Analyse client incidents and allegations against staff (including carers) to assess and mitigate client risk and identify possible reportable conduct.
- Participate in 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 by all investigators, and demonstrate a strong client-centred, culturally informed focus.
- Solid methodology evidenced across Investigator group in work assignment, 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.
- Ensure all Investigators interpret and apply relevant legislation and policies and VACCA policy and procedures, and other guidance as determined by the Executive Manager CQI.
- Responsible for ensuring all Investigators show analysis of highly confidential and sensitive information and evidence related to allegations and incident investigations happens in a timely and non-prejudicial manner.

- Lead complex investigations and prepare high quality investigation reports showing objective, considered and coherent analysis of evidence and sound recommendations and draft outcome letters and other correspondence, for Executive Manager sign-off.
- As part of reviewing Investigators' reports, provide mentoring to build knowledge and skills, by assessing report content and clarity regarding investigation findings considering relevant fact and evidence (on the balance of probabilities), in preparation for Executive Manager sign-off.
- Review all prepared 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 Executive Manager.
- With the Systems Integration Co-Ordinator, establish processes to enable collection and reporting on client incident management performance and workflow trends, and regular (such as for the Committee, and Board meetings) and ad hoc reporting to the Executive Manager.
- Undertake key administrative tasks to ensure data reporting from CQI case reviews / investigations to senior management is accurate and reliable and assists identification of trends and improvement opportunities to mitigate risk and increase client and staff safety.
- Manage the client incident workflow by the team and keep the Executive Manager CQI informed on status and any emerging risks / issues for improvement.
- As part of continuous improvement, lead 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 management and staff at all levels of the organisation 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.