

POSITION DESCRIPTION

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| Position | Family Services Case Manager | | |
| Reports to | Team Leader – Family Services | Direct Reports | Nil |
| Status | Fixed Term Until 30 June 2025 | Time Fraction | Full time |
| Award | SCHADS Level 4 | | |
| Location | Ovens Murray - Wangaratta | | |

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

POSITION SUMMARY

The role is responsible for working within the integrated family services team to support Aboriginal people and their families who are referred to the family services program.

The Family Services Case Manager will work closely with the client, key partners and stakeholders to provide an integrated response to provide a family support service to Aboriginal children and families to address the identified support needs of the children and families.

This support includes providing an outreach response to families, parenting support, advocacy, referrals and support, emergency relief assistance, education, coordination of services, referrals to other services such as housing and/or other specialist supports. The caseworker will support the client to address concerns raised to support the best interest of the child.

The Case Manager forms part of a multidisciplinary team of qualified and experienced staff from a range of professional backgrounds. They will empower families to share their story their way through the implementation of culturally appropriate and trauma informed engagement, information gathering, planning processes and ensure the active involvement of families in decision making at each phase towards self-determination.

In addition, the case manager will act as a key point of contact for the related service network. The Case Manager will provide casework, group work and service coordination facilitating families access to programs, services and activities which promote connection, protection and healing. The role entails some after hours and weekend work as required.

KEY RELATIONSHIPS

- Internal:* All other internal VACCA programs and groups, Cultural Support Advisors, Aboriginal Liaison Worker, Family Violence team, Care Services Teams
- External:* DFFH Community Based Team and Navigator, Maternal & Child Health, Education, Housing, Mental Health Teams, local Aboriginal Community Controlled Organisations and any other service providers in the community services sector relevant to clients needs.

KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Demonstrated ability to work in a culturally respectful and component manner with individuals, families and communities to ensure that cultural connections are fostered and maintained
- Demonstrated Ability to engage and work with families on agreed goals and tasks using a strengths-based approach
- Demonstrated experience and knowledge in caseworker/ case management skills
- An ability to work effectively and build positive relationships (networking) with Aboriginal organisations, government departments and community service organizations.
- Demonstrated experience in preparing accurate documents and reports e.g, case reports, court reports, work reports that meet the audience needs
- Demonstrated ability to listen respectfully to facilitate resolution of clients' and colleagues' problems in culturally respectful ways
- Demonstrates effective and culturally appropriate interpersonal skills e.g. active listening, empathy in all verbal and non-verbal communications

DESIRABLE

- Knowledge of the Family Violence Protection Act 2008 and the MARAM Risk Assessment Framework
- Knowledge of the Information Sharing Scheme
- A tertiary qualification in Social Work, Psychology, welfare or a related discipline - Knowledge of the IRIS data reporting system

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.

POSITION ACCOUNTABILITIES

CLIENT ENGAGEMENT & SERVICE DELIVERY

- This role is to provide a family support service to Aboriginal children and families residing in the Ovens Murray area, involving:
 - Home visits to children and families at various times of the day and may include assistance in developing morning or bedtime routines.
 - Parenting advice and support
 - Referrals and advocacy in relation to housing, income security etc.
 - Linking families with other services as required
- To support families to identify goals, develop plans with families to address and meet their needs, monitor and review care plans to support families to achieve goals.
- To provide guidance, support, education and counselling for families regarding issues such as child development, behaviour management, routines, parenting and financial and household management.
- To develop and maintain linkages with appropriate Aboriginal agencies, government agencies and community service organisations.
- Complete where required formal written assessments and /or reports on families.
- To maintain up-to-date written records and statistics on all casework activity.
- To participate in training sessions, team meetings, Case Plan Meetings and other meetings as directed.
- To participate regularly in supervision.
- To be involved in group work - To work effectively with all Early Intervention & Family Support Programs and other programs within VACCA
- Other duties in line with delivering an integrated model of Family support services
- Supervision of students or trainees placed under the Family Services program
- Significant travel within the Ovens Murray area

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 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.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 2) level which requires mandated MARAM Family Violence Screening & Identification training and responsibilities.