

## POSITION DESCRIPTION

<b>Position</b>	Senior Nugel Case Manager	<b>Position Number-</b>	NA
<b>Reports to</b>	Team Leader Nugel	<b>Direct Reports</b>	Report (as agreed)
<b>Status</b>	Full time (38 hrs pw)	<b>Time Fraction</b>	Full time
<b>Award</b>	Nugel 5	<b>Location</b>	Preston

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## POSITION SUMMARY

Reporting to the Team Leader, the Senior Case Manager will hold a mixed caseload of children authorised to VACCA as well as leading investigations into new child protection reports. The Senior Case Manager will make assessments and recommendations if a child is in need of protection. If the child is found to be in need of protection the Senior Case Manager will work directly with children, families and community to ensure the child's safety and wellbeing.

As with all of VACCA's work this will be guided by cultural values aiming to wrap our service response around the family and community as a whole in order to restore circles of care that is at the heart of the Aboriginal Way of protecting children.

The Senior Case Manager will work closely with the Team Leader supporting the team and taking on higher duties as delegated by the Team Leader and senior program staff. The Senior Case Manager will hold a workload reflective of the seniority of the role, being capable of working with a higher more complex cases.

## KEY RELATIONSHIPS

*Internal:* VACCA staff; OOHC program, ACHT team, VACCA In House Legal Service, Family Violence program, Intensive services programs

*External:* Child protection, ACCO's, DHHS, Government bodies, Children's Court

## KEY SELECTION CRITERIA

### ESSENTIAL

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and the 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.
- Proven ability to effectively communicate and negotiate with Aboriginal children and families, demonstrating effective and culturally appropriate interpersonal skills.
- Demonstrated ability to undertake complex work with children and families who have experienced trauma and may present with challenging behaviours, using culturally safe therapeutic approaches to heal and build resilience.
- Demonstrated understanding of child development, attachment, and trauma as they relate to Aboriginal children.
- Understanding of the legislations, policy and practice requirements relating to Aboriginal children, families, and communities
- Experience or detailed understanding of completing investigations, interview strategies and documenting evidence.
- Proven experience in preparing accurate documents and reports e.g., case notes, incident reports, court reports, that meet audience needs.
- Ability to collaborate with other service providers, stakeholders such as police and courts to achieve outcomes.
- Demonstrated ability to work in a complex, fast paced team, and to demonstrate resilience in managing competing demands. Commitment to self-care and of support of the team.
- Ability to mentor staff within the team, providing advice and support as needed.

### REQUIREMENTS

#### **Mandatory:**

- A recognised Social Work degree or a similar welfare or behavioural related degree which includes
  - a primary focus on child development, human behaviour, family dynamics and/or impacts of trauma and preferably
  - a practical component such as counselling or case work practice.
- OR**
- A recognised Diploma of Community Services work or similar qualification, which is studied over a minimum of two academic years of full-time study (or part-time equivalent) and includes:
  - a primary focus on child development, human behaviour, family dynamics and/or impacts of trauma

- supervised fieldwork placements (ideally completed within the child and family welfare sector) and at least one unit in case management, case work practice or counselling.

**\*If you don't meet these requirements but strongly believe and are able to demonstrate you have the knowledge and capacity to fulfill this role, please contact us**

- 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.

#### DESIRABLE

- Aboriginal applicants are encouraged to apply.
- Experience working in the child, youth, and family sectors will be highly valued.

#### POSITION ACCOUNTABILITIES

##### INVESTIGATE REPORTS OF HARM

Supported by the Team Leader and senior program staff, the Senior Case Manager will:

- Lead investigations into reports of harm received by child protection about Aboriginal children and young people.
- Conduct outreach visits to family homes and manage conflicts when they arise.
- Interview children and families to ascertain past and future harm.
- Make assessment if the child or young person is in need of protection.
- Make recommendations based on outcomes of assessments.
- Make applications to the Children's Court when required, preparing court reports and providing
  - evidence when required

##### ENGAGEMENT AND WORKING WITH ABORIGINAL CHILDREN, YOUNG PEOPLE AND FAMILIES

- Where a child or young person is found to be in need of protection the Senior Case Manager will engage the family on a voluntary basis to address the concerns with children, families and community to ensure the child's safety and wellbeing.
- In line with the Children Youth and Families Act (2005) and VACCA policy and guidelines – work alongside children and families to:
  - Identify risks and safety concerns
  - Develop, implement, and review case and cultural plans to attend to children's safety, wellbeing and long-term stability – drawing upon cultural and healing practices as well as family decision making as part of this process.



**VACCA**  
Connected by culture

- Where the child or young person's safety and wellbeing is unable to be ensured through voluntary engagement with the family, the Senior Case Manager supported by senior staff will take action needed to protect the child or young person. This may include making protection applications, and any other work associated with the application including giving of evidence, preparation of court reports, presenting information and recommendations on decisions and actions in the best interests of the child.
- Ensure all client records and files are up to date and that the Client Relationship Information System (CRIS) is used for recording, analysing and reviewing client information.

## PARTNERSHIPS AND COMMUNICATION

- Engage with and build strong collaborative relationships with Aboriginal children, young people, families, and carers – ensure they understand VACCA's practices and processes and that they know their rights, they have a voice and know how to use it.
- Engage with and build strong collaborative relationships with other VACCA programs, other ACCO's, CSO's and the Aboriginal community more broadly - in order to work as part of an integrated wrap-around community and service system.
- Engage with and be a voice for Aboriginal children, families and communities with other external stakeholders – including all DFFH divisions, and community service providers. Provide information about Nugel practice and advocate for better service delivery for Aboriginal children and families.

## 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.

## 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.