

## POSITION DESCRIPTION

<b>Position</b>	Family Services Senior Case Manager	<b>Position Number</b>	
<b>Reports to</b>	Team Leader – Integrated Family Services	<b>Direct Reports</b>	Nil
<b>Status</b>	Ongoing	<b>Time Fraction</b>	Full time
<b>Award</b>	SCHADS Level 5	<b>Location</b>	Frankston

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe, and thriving Aboriginal communities.

## POSITION SUMMARY

The role will work closely with the parent/carer, family unit, 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. The Case Manager 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.

## KEY RELATIONSHIPS

*Internal:* VACCA staff and community, including all client support services

*External:* Aboriginal families and community, Child Protection and Child Protection Navigator, Government departments and services, childcare and schools, Aboriginal Community Controlled Organisations (ACCO's), other community service organisations and agencies.

## 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.
- Demonstrated experience in working and engaging with Aboriginal families and children.
- Demonstrated experience and good knowledge of the Family Violence and Child Protection sectors
- Ability to effectively engage and support families on agreed goals and tasks in a timely manner using strengths-based, culturally appropriate and trauma informed approaches.
- Demonstrated ability to complete comprehensive assessments to determine needs for families and able to formulate interventions to respond to the needs.
- Demonstrated skill and ability to review assessment reports, safety plans and goal plans as required.
- Demonstrated ability to preparation accurate documents and reports e.g., case notes, incident reports, court reports, assessment report.
- Demonstrated ability to have clear, culturally appropriate, and respectful communication skill with individuals, families, and professionals.
- Ability to mentor new and existing staff to develop their skills and knowledge relevant to their role.

## REQUIREMENTS

- Qualifications in relevant diploma, degree, or equivalent such as Social Work or Community Services field.
- Minimum 4 years industryf experience
- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working With Children Check card and a clear National Police Check
- Current COVID-19 vaccination (including booster dose, as applicable)
- Ability to work outside of standard work hours such as weekends (as required)

## DESIRABLE

- Experience working in an ACCO and/or in intensive outreach case management supports.

## POSITION ACCOUNTABILITIES

The Senior Case Manager responsibilities include:

- Delivering an innovative, intensive practical outreach family support service to children or young people and their families using creative, evidence-based intervention techniques.
- Coordinating the life of the case management support to families they are allocated including;

- Proactively engaging Aboriginal children and their families through an intensive therapeutic, evidence-informed approach
- Completing comprehensive assessments, including the MARAM to assess support needs, and responding to these effectively and in a timely manner.
- Formulating care plans with families and responding to these in a timely manner.
- Delivering culturally appropriate and trauma informed strategies and theories in all areas of case practice with a focus on healing.
- Delivering practical, emotional support, advocacy, coaching, skill-building, and access to needed supports as needed.
- Completing all reporting requirements, such as case notes, assessments, closure reports, incident reports and all other reported as required.
- Coordinating of care team meetings with all stakeholders involved with each of the families they are supporting.
- Work in a collaborative manner with professionals internally and externally in a professional and ethical manner.
- Working as part of a multidisciplinary team and proactively share individual skills and knowledge.
- Understanding all relevant policies and legislation within the role and employment.
- Mentoring supports to students, interns and new or junior staff in holistic case practice
- Potential to undertake higher duty opportunities when required.
- Manage a higher caseload of cases with increased complexity.
- Contributing to the broader team by providing mentoring and support to other team members and assist the Team Leader with duties as directed.
- Delivering group-based coaching and support programs.
- Support with monthly program and data reports as directed
- Assist where needed with practice supports in navigating the VACCA database management system.

## ADMINISTRATIVE

- Accurate record keeping, including case notes, completed forms and reports as required according to program guidelines and agency registration obligations
- Case management and maintenance of client files in line with legislative and policy requirements
- Maintain accurate statistical data using data systems as required by VACCA and DFFH

## RELATIONSHIP MANAGEMENT

- Develop and maintain co-operative working relationships with external agencies and providers to optimise client service delivery and referral.

## 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.