## POSITION DESCRIPTION

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| **Position** | **Senior/Case Manager Family Services -IFS** |
| **Reports to** | **Team Leader, Family Services** |
| **Direct Reports** | **Nil** |
| **Status** | **Full time -Fixed Term position** |
| **Location** | **Frankston and Dandenong Offices** |

## BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization 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 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

This position sits within the Southern Family Services VACCA Team that sit across both the Frankston and Dandenong offices and work in line with an integrated model of service delivery.

The Family Support Program is funded to provide the following services to Aboriginal families residing across the Southern Melbourne & Bayside Peninsula region but may extend slightly on occasion. The services we provide include the following:

- Home visits to provide parenting advice, support, household support and assistance
- Counselling for adults and children in relation to family matters
- Referrals to other Programs and advocacy in relation to housing, income security, education etc. for allocated clients.
- Capacity to offer general Family and community support, intake service & ER.
- Capacity to offer parenting and community support groups.
- Enhancing Aboriginal families' access to both Aboriginal and mainstream services across the broader southern region.

## POSITION SUMMARY

The VACCA Senior/Case Manager- Family Services will work within the family services team to support Aboriginal people and their families who are referred to the family services program through a number of referral pathways, including self-referrals and/or from other community agencies.

The VACCA Senior/ Case Manager-Family Services 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.

This support includes providing a regular outreach response to families, parenting support, advocacy, referrals and support, emergency relief assistance, coordinating brokerage support, education, coordination of services, family violence risk assessment, safety planning, referrals to other services such as housing and/or another specialist supports. The Case Manager will support the client to address concerns raised to support the best interest of the child/ren.

## KEY RELATIONSHIPS

Internal: Team leader, program manager, program staff, other internal program areas.
External: Child First, Orange Door, DHHS Child Protection, all partner alliance IFS providers, local ACCO's etc

## KEY SELECTION CRITERIA

- 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 ability to assess needs and risk for vulnerable families and help families identify their needs and goals.
- Demonstrated experience in supporting vulnerable families/parents to address areas impacting on their parenting capacity.
- Demonstrated experience working with family members affected by family violence and managing family violence risk.
- Demonstrated experience in preparing accurate documents and repots e.g., case notes, incident reports, court reports, work reports that meet audience
- Demonstrated experience in communicating clear, culturally appropriate, respectful and consistent messages to clients and community members and other staff
- Demonstrates effective and culturally appropriate interpersonal skills e.g. active listening, empathy in all verbal and non-verbal communications
- Demonstrated ability to build a positive, culturally supportive team environment and facilitates the development of team members
- Demonstrated experience in recognising differences of opinions and works towards the resolution of conflict between team members

## 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

- To provide a family support service to Aboriginal children and families, involving:
    - Home visits to children and families
    - Parenting advice and support
    - Providing emergency relief assistance and brief intervention/community support
    - Referrals and advocacy in relation to housing, income security etc.
    - Linking families with other services
    - 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 organizations, to complete formal written assessments on families.
- To maintain up-to-date written records and statistics on all casework activity.
- To participate in training sessions, team meetings, regional and organisation meetings and in-services, Case Plan Meetings and other meetings as directed.
- To participate regularly in supervision.
- To work effectively with all Southern VACCA and other programs within VACCA

## 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.