

Job Description:

Job Title:	Snr Program Manager		
Job Type:		Location:	Ovens Murray Goulburn
Reports to:	Executive Manager	Direct Reports:	Up to 6
1. Job Purpose:			
<p>The Senior Program Manager has responsibility for the management of programs in the Wangaratta and Wodonga offices area and the delivery of client services programs to the Aboriginal community in the Ovens Murray Region.</p> <p>This Senior Program Manager is responsible for the management and delivery of the following client services programs across the Ovens Murray area:</p> <p>Out of Home Care including but not limited to:</p> <p>Kinship, Foster care, Residential case management, Target Care Packages</p> <p>In this role the Senior Manager will work closely with the Ovens Murray Executive Manager and the Eastern Director to ensure:</p> <ul style="list-style-type: none"> - The successful integration of the VACCA office into the Ovens Murray Service System - Implementation of new programs across Ovens Murray - Successful transfer of Aboriginal children in out of home care to VACCA's care - Targets and contractual agreements with funders are met - The workplace is a culturally safe and professional environment - A high level of practice and service is provided to community members accessing services - Relationship with sector partners including Aboriginal organisations, Child Protection and Community Service Organisations (CSO) are developed and maintained - Aboriginal culture is prioritised within the office and embedded within program delivery - Continuous Quality Improvement remains a high priority 			
2. Position Accountabilities			
<ul style="list-style-type: none"> -Manage and support the Wangaratta and Wodonga office to ensure the Ovens Murray Goulburn Aboriginal Community receives a high level of service from VACCA -Establish and maintain positive working relationships with sector partners including Aboriginal organisations, Department of Health and Human Services, Community Service Organisations etc. 			

- Represent VACCA in stakeholder meetings, reference groups, committees and other meetings as required.
- Ensure Aboriginal culture is embedded throughout all aspects of service delivery.
- Ensure the safety and wellbeing of staff is maintained via identifying occupational health & safety standards risks and maintaining a positive office culture.
- Provide leadership, direction and support to staff to ensure a high quality of case work practice is undertaken and program targets are met.
- Ensure all client services reporting is of a high standard and reported on time.
- Set a standard of excellence in the office by ensuring that staff are familiar and adhere to key policies and procedure and legislation and the contract requirements of their roles.
- Manage and participate in the VACCA On Call after hours response.
- Maintain a close working relationship with the Ovens Murray Goulburn Executive Manager, Eastern Director and Snr Client Services Leadership groups and report any significant staff or practice difficulties or other issues to ensure they are escalated appropriately and addressed.
- Co-ordinate and ensure staff supervision and training needs are met and regular staff meetings are held.
- Ensure programs stay within budget and money is spent appropriately and accounted for.
- Represent VACCA at interagency meetings, relevant networks and forums at the regional and state-wide level as well as internal organisational meetings.
- Ensure staff comply with the organisations code of conduct and values at all times

3. 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.
- Demonstrate experience in Out of Home, Child Protection system and an in depth knowledge of relevant legislation and frameworks.
- Demonstrated experience in working and engaging with Aboriginal families and children/ Demonstrated experience in child and family sector.

- Demonstrated experience in successfully managing and leading a multitude of child and family welfare programs.
- Demonstrated ability to develop and maintain strong relationships and partnerships across the service sector to achieve outcomes.
- Demonstrated experience in service planning, including development of work plans and quality improvement plans.
- Strong interpersonal and communication skills, including the ability to lead staff, manage conflict and poor performance, mentor and provide supervision.
- An understanding of the data collection systems and ability to oversee and reports on a range of programmatic data requirements related to the role.
- Possess personal values and behaviors consistent with the values of VACCA and code of conduct.
- Ability to work flexible hours

Mandatory requirements:

- Must have and continue to hold a full Victorian Driver's Licence
- A current employment working with children check card or willingness to get one.

Key internal relationships:	Department, Project, Position titles etc. Examples: Client service staff	Key external relationships:	Agency name, Department, Project, Position titles etc. Examples: DHHS, ACCOs etc.
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ABOUT THE ORGANISATION:

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 designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing. Through Cultural Therapeutic Ways VACCA is implementing a whole of agency approach to guide VACCA's practices of healing for Aboriginal children, young people, families, community members and carers who come into contact with our services, as well as creating a safe and supportive workplace for staff.

Our principles & Values

Best Interest of the Child

Aboriginal Cultural Observance

Respect

Self- Determination

Healing and empowerment

Excellence

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.

Please visit **www.vacca.org** to know more about us.