

POSITION DESCRIPTION

Role:	Inner East Orange Door Team Leader
Reports to:	VACCA Senior Program Manager
Direct Reports:	Up to 5
Status:	Full time, ongoing
Location:	Box Hill

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 role is part of the Victorian Government's Multi-Agency response to the Royal Commission into Family Violence aimed at strengthening supports for children and families experiencing or have experienced family violence.

VACCA is a party in this Multi-Agency response working with Aboriginal children and families seeking supports from Orange Door Hub. The VACCA team works with families to assist with family violence and promote wellbeing, participation in the broader community and access to relevant services in the region. The team also provides families with a range of options that are culturally responsive to support them in times of need, with a focus on positive parenting and family interaction to promote children's development.

POSITION SUMMARY

This is a newly funded role to VACCA within the Eastern Orange Door Hub; however, this role is well established within other Orange Door Hubs across the state. The Team Leader will be based at the Orange Door office in Box Hill and report to the Senior Program Manager for Client Services who is responsible for a number of programs and initiatives within the Eastern Region and will oversee the Orange Door operations and provide support to VACCA staff working in the Eastern Orange Door office.

The Team Leader will lead a team of multidisciplinary practitioners to deliver high quality, safe and effective responses to Victorian women, children, men and families seeking support and safety through the Hub and keep the perpetrator in view. This role will also provide secondary cultural consultation to practitioners working in the Orange Door.

KEY RELATIONSHIPS

Internal: All VACCA services, programs and services based within the Hub

External: Partnering agencies within the Hub, Child Protection, Family Safety Victoria, ACCOs and other government and community services.

KEY SELECTION CRITERIA

- Demonstrated understanding of, and commitment to, the values that underpin VACCA's 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 understanding and application of Family and Domestic Violence models and child wellbeing approaches, theories and practice when dealing with clients.
- Demonstrated knowledge of general models of intervention in social work, particularly around complex risk assessment and risk management.
- Demonstrated experience and/or ability to provide professional supervision to staff within this area of responsibility.
- Demonstrated appropriate interpersonal skills, self-awareness, self-management and community/cultural awareness in communications, problem solving and conflict resolution.
- Demonstrated ability to create and manage culturally respectful working environment which support effective working relationships within and across teams.

REQUIREMENTS

- Tertiary qualifications in social work, social sciences or related field or work experience and expertise in the sector.
- Experience, knowledge and competency in case management practice.
- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.

Please note: This is an Aboriginal and/or Torres Strait Islander designated position, classified under Section 12 Special Measures of the Equal Opportunity Act 2010. This employment opportunity is only available to Aboriginal and Torres Strait Islander people

POSITION ACCOUNTABILITIES

- Provide leadership, supervision, guidance and oversight to Practitioners.
- Provide task supervision to a multidisciplinary team of practitioners from different range of services within the Hub as required.
- Coordinate case work and ensure use of appropriate case management frameworks.
- Ensure culture is embedded in practice delivery of services when supporting Aboriginal children, women, men and families seeking supports in the Hub.
- Ensure the Hub is adequately staffed, and rosters are up to date to ensure delivery of service to Aboriginal families.
- Identify and mitigate issues that may adversely affect client outcomes and monitor delivery navigation support.
- Align work with the Hub interim integrated practice framework, interim operational and procedural guidelines and service specifications.
- Monitor Hub team performance against key performance indicators, assign cases to Aboriginal Practitioners and approve allocation to core services.
- Ensure that all client information is recorded on the CRM system so that it is readily available and documented.

- Ensure that all documents in relation to brokerage, data reports are kept and processed according to required procedures.
- Ensure that all staff complete full MARAM training and complete full risk assessment with presenting clients using this assessment.
- Work with staff to identify professional development opportunities.
- Provide cultural consultations to other staff within the Orange Door Hub when the Aboriginal Practice Lead is not available or when required.
- Work collaboratively with Victorian Police, Child Protection and other community organisations and stakeholders.
- Represent VACCA on various external networks and forums when required.

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.

