

POSITION DESCRIPTION

Position	Operations Manager
Reports to	Executive Manager
Direct Reports	up to 4
Status	Full time (38 hrs pw) Fixed Term 12 months
Location	Wangaratta or Wodonga

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 50 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.

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

PROGRAM AREA

VACCA's Client Services are delivered in VACCA offices across the state. These programs are subject to accreditation processes that are set by various Governments. There is significant reform in many areas for VACCAs service delivery such as in the child and family welfare sector and in the area of family violence and youth justice to mention a few.

Each Area is headed by an Executive Manager who is responsible in meeting performance targets and delivering services that meet the needs of Aboriginal children, youth, families and vulnerable adults.

POSITION SUMMARY

The position will form part of Ovens Murray's Client Services Management Team and will undertake a diverse range of activities that will enhance VACCA's response to the Aboriginal community and strengthen the capacity of the agency to develop innovative, culturally responsive programs and policy responses.

The position will support the Ovens Murray VACCA management team in developing strong organisational systems, supporting the workforce, responding to reform demands and local issues, as well as meeting quality assurance requirements for VACCA's rigorous accreditation standards and reporting requirements.

The position will be responsible for the oversight of the Office and Admin support which includes finance, office and building maintenance, OH&S requirements, asset management, fleet, recruitment co-ordination and onboarding of new staff in Ovens Murray Goulburn.

KEY RELATIONSHIPS

Internal: VACCA staff and community members

External: Government departments and other ACCOs and CSOs

KEY SELECTION CRITERIA

- Commitment to VACCA's vision and purpose.
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people
- A sound understanding of accreditation requirements.
- Experience in child and family case management and/or expertise in administration.
- Strong analytical, solution focused approach with high level organisational abilities and interpersonal and communication skills.
- Excellent reporting writing skills
- Experience in Project Management
- Experience in office support responsibilities including finance, fleet, building attendance, asset and event management, recruitment, and induction.
- Capacity to work both as a member of a team and independently.
- Advanced computer skills; specifically, in Excel, Access and Adobe InDesign.
- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.

POSITION ACCOUNTABILITIES

- Participate in the development of systems, policies, resources, tools (e.g. registers, data bases, audit tools, etc.) and work plans that will strengthen VACCA's capacity to deliver quality, culturally responsive programs/services to the Aboriginal community

- Assist the Ovens Murray VACCA management team to build and retain a positive, proactive, engaged and competent workforce, supported by an effective performance management system, regular professional development and implementation of the Staff Wellbeing Plan.
- Assist the Ovens Murray VACCA management team to meet performance targets, collect and record program data, and prepare reports for funding bodies and the VACCA Board.
- Promote and maintain positive relationships with the sector, ACCOs and other external stakeholders, to influence strategic reform, sector development and better outcomes for Aboriginal children and families.
- Represent Ovens Murray VACCA at key networks and partnership groups.
- Provide leadership and administrative support to maintain accreditation processes, systems including auditing, and registers, to enable the identification of gaps, and analysis and reporting of data.
- Support co-ordination of recruitment, and induction of staff for Ovens Murray.
- Work with Central Corporate Services teams to ensure VACCA policies and process are met in area.
- Co-ordination or community engagement and events calendar.
- Participate in management meetings, team meetings, staff meetings and other relevant forums.
- Undertake additional administrative tasks and other duties to support the Area's Client Services.

HEALTH, SAFETY & WELLBEING

- Travel to other VACCA offices is required for this role
- 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 to ensure accreditation standards are addressed.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Generate general and specific communication to stakeholders via effective and timely use of Staff Bulletin, intranet, forums and other opportunities as they arise.
- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- 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.

