

POSITION DESCRIPTION

Position	Director Client Services – North and West Division
Reports to	Executive Director Strategy and Services.
Direct Reports	3 - may vary depending on organizational requirements
Status	Full Time

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

Client Services Delivery in the North and West Division is comprised of a number of programs including:

- Family Services which includes Integrated Family Services, Playgroup, Aboriginal Family Decision Making, Intensive family Services including Stronger families, Cradle to Kinder, Aboriginal Family Preservation and Restoration, as well as, Child FIRST and Family Mental Health Program
- Family Violence and Justice programs
- Educational Programs
- Out of Home Care which includes Foster Care, Kinship Care, Residential Care, Koorie Cultural Placement and Support Program.
- Child Protection Services (NUGEL) and ACSASS (Aboriginal Child Specialist Advice and Support Services)
- Community cultural strengthening programs, Youth Leadership Program as well as Koorie Connect, a case referral service

POSITION SUMMARY

The Director North & West Division reports to the Executive Director Strategy and Client Services and is a member of VACCA's Leadership Group. The role of Director is critical to strengthening and enhancing the quality of our client service delivery across all of VACCA's services. The Director is expected to lead and provide high level supervision, professional development and support to their direct reports to deliver high quality services. The position has responsibility for the effective delivery of VACCA's client services in the north and west division as well as VACCA's state-wide residential care program. Reporting lines and responsibilities may change in line with organizational growth and priorities.

The role aligns with VACCA's strategic priorities of leadership, excellence, culture and innovation and will be instrumental in ensuring services are underpinned by the lens of culture, the best interest of Aboriginal children, young people and families, and the aspirations of the Aboriginal Community. The Director North and West Division will play a key role in ensuring social justice, self-determination and social inclusion principles underpin all aspects of client services and in implementing VACCA's cultural therapeutic ways framework across the division.

The Director North and West Division will play a strong advocacy role for vulnerable Aboriginal children and will be expected to participate in senior forums especially in the west and north.

It is expected that the Director will build and maintain strategic partnerships with key stakeholders, identify on an ongoing basis the business needs and opportunities across the sector, establish priorities, and allocate people and financial resources to maximize client satisfaction.

The Director will drive service delivery within a cultural excellence framework for areas of responsibility and in line with VACCA's strategic directions and be accountable for program performance, compliance with standards, implementation of VACCA's workforce development strategy, client outcomes and reviewing expansion opportunities.

KEY RELATIONSHIPS

Internal: CEO, Directors, Senior Managers, Human Resources and Organisational Development, Leadership Group

External: DHHS, Government Bodies/sector, ACCO's, Aboriginal Communities

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
- Degree qualification in Social Work or relevant area is preferred.
- Highly developed leadership, management and team development skills
- Extensive experience in the child and family welfare field, the provision of services to statutory clients or a related area, and a sophisticated understanding of current issues and awareness of future directions
- Extensive experience and a proven track record on the successful management, delivery and evaluation of programs in the child and family welfare field
- Proven ability to develop VACCA unique project responses to enhance Aboriginal child and family community service policy and practice and quality improvement areas
- Demonstrated capacity to negotiate and work constructively with funding bodies and other stakeholders and represent the organisation to a variety of stakeholders
- Strong working knowledge of relevant legislation, social and government policy and evidence-based research along with the capacity to inform government policies to enhance the wellbeing and safety of vulnerable Aboriginal community members
- Demonstrated capacity to ensure compliance requirements across the portfolio areas are met
- Demonstrated capacity to balance the requirement for consultation and collaboration with timely decision-making and appropriate leadership
- Excellent time management skills with the ability to manage and prioritise multiple complex demands and achieve key outcomes
- Excellent financial skills and demonstrated experience in managing budgets across various frontline (funded) programs
- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card

POSITION ACCOUNTABILITIES

STRATEGIC AND ORGANISATIONAL LEADERSHIP

- Champions the vision and purpose of VACCA with all stakeholders, maintains a focus on the big picture, contributes to the strategic direction for client services and provides sector leadership
- Works effectively as a member of VACCA's executive through the development of strong professional relationships with other senior managers across VACCA and play a key role in communication within client services
- Negotiates and build strategic networks, partnerships and effective working relationships with funding bodies, other Aboriginal Community Controlled Organisations, to achieve strategic objectives and improve mutually agreed client and community outcomes
- Ensures service delivery meets the specific needs of members of Aboriginal communities, advocates for client rights and focussed on continually increasing the effectiveness of programs and services
- Demonstrates understanding and respect of diversity within and across Aboriginal communities and promotes diversity principles in service development and delivery
- Ensures and supports innovative, culturally relevant and effective approaches in program management and operation
- Prioritises work across organisational and program areas; delegates appropriately demonstrating an understanding of community aspirations and organisational priorities, and achieves key outcomes
- Facilitates the sharing of, and effective utilisation of, professional knowledge and skills and play a key role in the development of a professional development strategy for client services

STRATEGIC PROJECTS AND REPORTING

- Encourages continuous improvement and the establishment of systems for feedback and review
- With other senior staff, ensures the reporting on and analysis of service delivery data, including to the Executive and the Board, and use relevant data to make recommendations on improvements in program design and service delivery
- Ensures viability and sustainability of the organisation through a range of strategies including competitive and collaborative approaches that build the capacity of the organisation
- Contributes to the development of the strategic plan.
- Takes the lead in assigned strategic projects
- Capacity to lead program development and innovation

FINANCIAL MANAGEMENT

- Understands and monitors funding and budgetary cycles and identify opportunities for other sources of revenue
- Oversees division and key program budgets and their financial performance and ensures availability of adequate resources

CHANGE MANAGEMENT

- Keeps informed of the changing political and social environments and leads responsive change management strategies
- Leads and manages organisational change and innovation and promotes the use of new technologies to improve work practices and organisational performance

DEPARTMENTAL LEADERSHIP & MANAGEMENT

- Models a leadership style that contributes to building the capacity of the workforce through developing and implementing a range of strategies including the recruitment and retention of Aboriginal staff
- Ensures Aboriginal culture is embedded throughout all aspects of programs to ensure cultural safety in all activities
- Fosters a culture of respect for client and community by leading and implementing policies and procedures which protect client and community confidentiality, maintains client dignity and complies with their rights
- Informs and engages others through highly effective personal interactions and mentors the development of emerging leaders
- Supports program managers and specialist staff to achieve program outcomes through regular supervision, feedback and professional development plans
- Fosters a culture of continuous learning and development
- Maintains up to date knowledge of relevant legislation, policies, processes and templates, both internally and externally of the organisation
- Ensures awareness and compliance by self and staff to Client Services policies, including cyber safety, substance abuse in out-of-home care, responding to children and young people with trauma related behaviour, responding to problem sexual behaviour, restraint and critical incidents

OTHER SKILLS AND EXPERIENCE

- Excellent skills for documentation that will assist with the development of frameworks, manuals, tenders and related policies
- Demonstrated high level conceptual, strategic and analytical skills
- Excellent communication skills, both verbal and written

QUALITY AND RISK MANAGEMENT

- Monitors and continually reviews quality systems and organisational standards
- Monitors and reviews the organisation's risk management framework in relation to Client Services
- Establishes systems to ensure the organisation's governance framework is implemented and legislative and accreditation compliance is achieved whilst maintaining the cultural integrity of the organisation

HEALTH, SAFETY & WELLBEING

- Ensures compliance with the OH&S Act and VACCA policies.
- Leads by example in taking responsibility for own and VACCA staffs' health, safety and wellbeing ensuring that specific requirements for client services are addressed
- Contributes positively and proactively to team and organisation wide OH&S and wellbeing activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensures 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.
- Continues the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Supports other team members in periods of high demand and during periods of absence.
- Participates in project groups and attend events
- Undertakes other duties as directed

ADDITIONAL INFORMATION

VACCA is a child safe employer that aims through our services to ensure the best possible care and support for vulnerable and at risk Aboriginal children. In doing so we place the safety of our children above all else.

All employees are required to undergo a National Police Records Check, a Working with Children Check and comply with the Code of Conduct policy.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.