

POSITION DESCRIPTION

Position	Case Administrator
Reports to	Team Leader
Direct Reports	NA
Status	Full time, Fixed term position
Location	Based at Dandenong Office

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

The Lakidjeka Aboriginal Child Specialist Advise Support Service (ACSASS) provides specialist advice and case consultation to Child Protection about culturally appropriate intervention in respect of all reports relating to alleged harm of children and significant decisions in all phases of child protection.

The Lakidjeka program does not have direct responsibility for case work. The role of the program is to provide advice and support to inform the respectful engagement of families, risk and other assessments, planning, monitoring and reviews undertaken by child protection.

The program works closely with the child protection offices within the local region to:

- Provide an Aboriginal and cultural perspective on all risk and safety assessments
- Support child protection to engage Aboriginal children and families in a fair and respectful manner
- Improve case management and decision-making processes concerning Aboriginal children
- Advocate for the rights and interests of Aboriginal children in all assessments, planning and decision making and at court
- Support Aboriginal families to meet with child protection and understand the legal processes

POSITION SUMMARY

The role of the Lakidjeka Case Administrator is to:

- Provide administrative and case support to the Lakidjeka ACSASS Dandenong
- Provide administrative support teams re data & client information systems
- Work within a small team and report to a Team Leader
- Liaise and develop a number of external relationships with Child Protection, Aboriginal and non-Aboriginal services where appropriate

KEY RELATIONSHIPS

Internal: Lakidjeka ACSASS State-wide and local teams, VACCA Early Intervention & Family Support, Aboriginal Family Led Decision Making, Out of Home Care & Permanent Care

External: Department of Health Human Services – Child Protection

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 understanding in working with Aboriginal families and children.

- Demonstrated experience and ability when dealing with stakeholders and clients in a culturally sensitive manner.
- Demonstrated experience and achievement in providing a wide range of administrative support in a complex and demanding work environment.
- High-level computer skill in word processing, data entry and data retrieval.
- Experience in the storage, accessing, handling and security of confidential material.
- An ability to work as a member of a team.
- Excellent organisational abilities.

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

- Provide administrative and case support to the staff of Lakidjeka Dandenong
- Provide administrative support to the Lakidjeka teams regarding data & client information systems
- Maintain and administer client information system for the program.
- Provide CSNet support where appropriate
- Monitor and encourage regional staff to provide and/or enter client information in a timely fashion in keeping with the program's accountability requirements including quarterly reporting.
- Type up minutes, case notes and meetings note as required.
- Maintain program diaries, rosters and contact lists as required.
- Liaise with Lakidjeka Administration Officers and regional Team Leaders/case advisors within VACCA
- Ensure that callers, clients and visitors to Lakidjeka office are well received.
- Undertake the production of correspondence and reports as required, including photocopying.
- Assist the Team Leader in relation to establishing and maintaining the Lakidjeka Library/ Service information.
- Undertake other Lakidjeka duties that are consistent with the role and may be required from time to time including intra state travel

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.