

POSITION DESCRIPTION

Position	Senior Case Manager
Reports to	Team Leader
Direct Reports	NA
Status	Full time (38 hrs pw)
Location	Based at the Gippsland 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

In November 2017, in an Australian first, the Department of Health and Human Services (DHHS) commenced transferring statutory responsibility for Aboriginal children on children's court protection orders to Aboriginal community-controlled organization's (ACCO's). A landmark achievement for Aboriginal people in the struggle for self-determination, this meant that all decision making in relation to the care, case planning and case management of an authorised Aboriginal child (specified functions and powers previously held by the Secretary, DHHS) could now be made at the community level (through the 'principal officer' or CEO of an ACCO).

VACCA's Nugel (Belong) Program was the first of these "Aboriginal Children in Aboriginal Care" programs to be implemented in Victoria and thus has been at the forefront of these developments, transforming the business of protecting children so as to truly meet the best interests of Aboriginal children today and for generations to come. Nugel, which means "belong" in Woiwurrung, offers a new model of child protection practice that involves Aboriginal organizations working in partnership with Aboriginal families. Nugel believes that Aboriginal children "belong," and have a sacred place at the centre of Aboriginal communities – they have an inviolable right to be seen; to be heard; to be nurtured; and to be safe. They have the right to know who they are, where they come from and where they belong. Nugel understand that the best way to achieve this is to wrap our service response around the family and community as a whole in order to restore circles of care that have been a part of the Aboriginal Way of protecting children since the times of the ancestors

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POSITION SUMMARY

Reporting to the Team Leader, Nugel Senior Case manager position is responsible for delivering a child protection case management service to vulnerable Aboriginal children and their families.

This position will play a key role in working with Aboriginal children and families, Government and sector partners to reduce the over representation of Aboriginal children in care and in contact with the Child Protection system, strive for better outcomes for children and to build capacity in families so that children can be transitioned home.

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 ability to undertake complex casework with children who have experienced trauma and may present with challenging behaviours, including using culturally safe therapeutic approaches to heal and build resilience
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- Demonstrated understanding of child development, attachment and trauma as they relate to Aboriginal children
- Understanding of the legislations, policy and practice requirements relating to Aboriginal children, families and communities
- Proven experience in completing assessments, including assessments of risks and developing, implementing and reviewing plans for children and young people
- Demonstrates effective and culturally appropriate interpersonal skills e.g. active listening, empathy in all verbal and non-verbal communications
- Proven experience in preparing accurate document and reports e.g., case notes, incidents reports, court reports, work reports that meet audience needs
- Proven ability to effectively communicate and negotiate with Aboriginal children, families, carers and other service providers to achieve outcomes
- Demonstrated ability to work in a complex, fast paced team, and to demonstrate resilience in managing competing demands

EDUCATION/QUALIFICATIONS

MANDATORY

- Experience working in the child, youth and families sector
- Diploma of Community Services

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working with Children Check card and a National Police Check.
- Current COVID-19 vaccination (minimum one dose, prior to commencement)

POSITION ACCOUNTABILITIES

ENGAGEMENT AND WORKING WITH ABORIGINAL CHILDREN, YOUNG PEOPLE AND FAMILIES

- Conduct casework and case management, under supervision, pursuant to the Children, Youth and Families Act 2005 and VACCA specific requirements on behalf of children and young people in the programs

- Demonstrate best practice in culturally appropriate assessments, case planning and case management, including court work, in accordance with the program requirements and internal VACCA program manuals
- Understand and follow policy in managing serious/complex case issues, critical incidents, worker safety issues and quality of care concerns
- Prepare high quality court reports, present information and make recommendations to the Children's Court and other relevant courts and tribunal processes on decisions and actions in the best interests of the child
- Represent children, young people, families and VACCA in the Victorian Children's Court. Representation may include giving evidence to the court under cross examination
- Develop and review case plans for children in the program, including managing family decision making processes and participating in family decision making meetings, as required
- Understand and incorporate cultural and healing approaches, within casework and case planning procedures and practice
- Ensure all client records and files are up to date and that the Client Relationship Information System (CRIS) is used for recording, analysing and reviewing client information

PARTNERSHIPS AND COMMUNICATION

- Actively build strong partnerships with all VACCA programs and the Aboriginal community, to streamline service delivery and effectiveness for children and families
- Able to provide information on the program initiatives to a range of external stakeholders including all DHHS divisions, Aboriginal organisations and community service providers
- Able to provide information to Aboriginal children, families, carers and other VACCA staff about the practices and processes of program initiatives, and mentor less experienced staff
- Work collaboratively with children, their families, carers, and key service providers to deliver improves outcomes to Aboriginal children, families and carers.

OTHER

- Supervision of students

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 HR policies, systems and processes.
- 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.