



## POSITION DESCRIPTION

<b>Position</b>	Case support worker - Targeted Care Packages
<b>Reports to</b>	OOHC Team Leader
<b>Direct Reports</b>	NA
<b>Status</b>	Full Time Fixed Term 12-month contract
<b>Location</b>	East Region - Chirnside Park

## 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 800 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

Targeted Care Packages (TCP) as a program is an initiative of the Department of Families, Fairness and Housing (DFFH) in response to the state governments priority to reduce the number of children/young people residing in residential care- the priority group being Aboriginal children/young people and children aged under 12 years.

The VACCA Targeted Care Packages program provides culturally relevant support to Indigenous young people to:

- a) Successfully **transition them out of residential care** to any alternative form of placement where their needs will be better met, or
- b) Preserve and sustain their current placements to **prevent them from entering residential care.**

TCP's are creative and innovative care packages developed around specific children / young people aged 0-19 years as a wrap-around service incorporating all aspects of support and brokerage required in order to meet the above said objectives. TCPs are designed to provide holistic support to children / young people, their family, carers, and others through a care team model, across the service system. They are designed to follow the child / young person throughout the remainder of their care experience, for a period of up to six months post reunification or permanent care and up to twelve months from the end of their last order if leaving care as 17- or 18-year-old. By their nature, TCPs are designed to sit outside of traditional program boundaries.

At VACCA, the TCP program sits within respective regional OOHC program management. Each regional TCP program has at least one Team Leader managing a team of Key Workers and case support workers. The Team Leader reports to the OOHC Senior Manager.

## POSITION SUMMARY

The case support worker provides culturally respectful support to clients and/ or carers by supporting them in tasks such as transport, attending appointments, participating in educational, therapeutic, cultural or leisure activities. These activities are undertaken within the framework of the client's case plan and funding allocated in their Targeted Care Package (TCP).

The case support worker will liaise closely with the client's Key Worker (Case Manager) and the Team Leader in planning and delivering the support activities for the client.

VACCA fleet cars and mobile phones will be made available to the case support worker when on duty. Use of own car may be required at times when not transporting client and on these occasions mileage will be reimbursed.

The case support worker will be expected to prepare case notes on their time with the clients. A VACCA computer and account will be made available for the same.

The case support worker will sometimes be required to work outside of regular work hours including weekend work. The management will attempt to provide consistent ongoing shifts however rosters may vary with maximum notice possible provided.

The case support worker role will be offered Supervision with the Team Leader on a regular basis.



## KEY RELATIONSHIPS

- Internal:* Team Leader- TCP, Senior Manager - OOHC, Healing Team, Cultural Support Team, Corporate services, other program areas and colleagues, as required.
- External:* Client/ carers/ family, DFFH-Child Protection, Schools, Other specialist service providers- health, disability support, mental health, education & employment support, Cultural and others, as required.

## KEY SELECTION CRITERIA

- Some 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
- Some 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
- Some knowledge and/or lived experience with an understanding of Child Protection and out of home care system
- Some knowledge of the issues faced by children and young people in care/ leaving care.
- Preferable to have experience working with young people who have complex needs and behaviours and the ability to engage with young people with varying interests and abilities.
- Excellent time management skills, communication skills, reliability, accountability and commitment to high quality client service.
- Availability to work flexible hours will be an advantage.
- A proven ability to work as part of a team.
- A willingness to participate in training programs and in supervision.

## REQUIREMENTS

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

## POSITION ACCOUNTABILITIES

### CLIENT OUTCOMES & CASE SUPPORT TASKS

- Carry out support tasks with clients and carers as determined in discussions with Key Workers and Team Leader.
- Case noting activities undertaken with clients and carers.
- Participate in team meetings or client care team meetings as deemed necessary by the Team Leader.

### PERFORMANCE AND PROFESSIONAL DEVELOPMENT

- Participate in supervision.
- Participate in ongoing professional development and training, as required.
- Carry out duties in accordance with the philosophy, policies, work practices and protocols of VACCA.



**VACCA**  
Connected by culture

## 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.