

POSITION DESCRIPTION

Position	Case support worker
Reports to	Team Leader Family Services
Direct Reports	N/A
Status	Full time
Location	340 Bell Street, Preston, 3072

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) operates within the context that Aboriginal children continue to be significantly over-represented in the protection and care system within Victoria. VACCA considers that it has the responsibility and the opportunity to promote, advocate for and achieve positive changes in the lives of Aboriginal children, their families and the broader Aboriginal community.

VACCA's objectives include the preservation, strengthening and protection of the cultural and spiritual identity of Aboriginal children and to provide culturally appropriate and quality services which are responsive to the needs of the Aboriginal community.

As a state wide community based Aboriginal organization VACCA has extensive experience in the management and delivery of a range of community services programs to the Aboriginal community with a particular focus on services to vulnerable children families and community members.

VACCA programs include: cultural strengthening activities, Family Services, including intensive services, , Early Intervention services Aboriginal Family Decision Making, Family Violence services, the full suite of Out of Home Care services Koori Cultural Support Programs, family mental health, men's programs, educational support programs, justice diversionary programs, youth programs, as well as Homelessness services. VACCA provides community cultural strengthening programs as well as Koorie Connect, a case referral service, services to Stolen Generation members through Link Up and the Royal commission into Institutional Sexual Abuse service. VACCA also has the Aboriginal Child and Specialist Advice and Support Service (ACSASS) which provides cultural advice to child protection staff and Aboriginal children and families involved in child protection matters.

As the lead state-wide child and family agency, VACCA provides services in all regions and is a key point of policy advice for the Department of Human Services (DHS) on Aboriginal community wellbeing especially in child and family welfare matters.

PROGRAM AREA

Northern VACCA provides a range of programs for Aboriginal families. Our Program currently offers Aboriginal family's interventions across a continuum of support ranging from early intervention & prevention work to the provision of both secondary and tertiary services. Community Support Services; Playgroups; Family Support programs are delivered in line with an integrated model of service delivery and whilst staff are allocated to program areas, it is expected that they can and are able to work across all program areas

within the Northern VACCA Team. This position will sit within the Northern Family Services VACCA Team at Preston head office and work in line with an integrated model of service delivery. The Family Services Program is funded to provide the following services to Aboriginal families residing across the Northern region but may extend slightly on occasion. The services we provide include the following:

- Home visits to provide parenting advice, support, household support and assistance
- Counselling for adults and children in relation to family matters
- Referrals to other Programs and advocacy in relation to housing, income security, education etc. for allocated clients.
- Capacity to offer general Family and community support, intake service & ER.
- Capacity to offer parenting and community support groups.
- Enhancing Aboriginal families' access to both Aboriginal and mainstream services across the broader Northern region.

POSITION SUMMARY

The role of the Aboriginal Support worker is to work cooperatively with VACCA's Family Services program to ensure that a high quality, culturally appropriate service is delivered to all children, families and carers who are affiliated with the organisation. There are a range of programs at VACCA that offer different services to families, and your role will be to develop casework skills by shadowing casework staff as they continue to provide better outcomes for children, families and carers.

As part of the role, you will be actively holding families that are going to be allocated to family services case managers. You will be providing support and guidance where needed this may include transport to appointments, financial support and what is needed to support our families.

KEY RELATIONSHIPS

- Internal:** Aboriginal Employment Coordinator, Case workers, Organisational Manager, Team leaders, Aboriginal Healing Team, Transport Workers, Northern Administration Support workers, Continual Quality Improvement Team, Nugel, Educational programs within VACCA.
- External:** Child Protection, Medical and Education services and professionals, Carers

KEY SELECTION CRITERIA

The successful applicant will possess:

- Commitment to VACCA's vision, mission and purpose.
- Reliable and enthusiastic.
- Strong interpersonal skills.
- Proficient in Microsoft Office including Microsoft Outlook.
- Ability to maintain confidentiality and privacy.
- Good conceptual and written skills.
- Capacity to work both independently and as a member of a team.
- An ability to multitask and prioritise.
- Good organisational skills and the ability to attend to detail around compliance.

POSITION ACCOUNTABILITIES

CASE SUPPORT



VACCA
Connected by culture

- Attend home visits
- Support families and their children to achieve better outcomes
- Case noting all interaction with families
- Transport children and their families when appropriate and required
- Communicate and provide written feedback regarding observations of children, family and services
- Contribute towards the coordination of cultural activities and events for families, their children and carers.
- Answering phone calls
- Finding and sourcing relevant information
- Filing duties
- Printing documentation as required
- Documenting meeting minutes
- Support case managers in other areas as required.

HEALTH, SAFETY & WELLBEING

- Work outside of normal business hours is common
- 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.
- 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.
- Undertake other duties as directed

ADDITIONAL INFORMATION

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