

POSITION DESCRIPTION

Position	Case Support Worker
Reports to	Team Leader
Direct Reports	NA
Status	Full Time (38hrs pw)
Location	Preston Office

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organisation of its kind in Australia. VACCA is an Aboriginal community-controlled organisation 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 an Australian first, after decades of advocacy and lobbying from Aboriginal communities. In 2017 the Victorian Aboriginal Child Care Agency (VACCA) began taking on the authorisation of Aboriginal children and their siblings, under Section 18 of the Children, Youth and Families Act 2005 (CYFA). Thus allowing for all decision making in relation to the care, case planning and case management to be done by an Aboriginal Community Controlled Organisation. The program is known state-wide as Aboriginal Children in Aboriginal Care (ACAC).

Although the implementation of section 18 CYFA is recognised as a historically significant move towards self-determination, the authorisations under section 18 are limited to children already subject to Child Protection Orders, this has excluded the ability for Aboriginal organisations to intervene earlier to slow the rates of Aboriginal families entering further into the system.

Aboriginal organisations have continued to advocate to take on a role with children and families at their first contact with Child Protection, before there is an Order in place. Hoping to stem the flow of Aboriginal children into statutory systems by providing a cultural response to children and their families.

The 2020-21 Victorian State Budget provided funding to develop and pilot an Aboriginal organisations response to child protection reports about the safety and wellbeing of Aboriginal children and young people.

This new approach will aim to deliver culturally informed investigation of child protection reports and offer culturally appropriate support for families, with the aim of strengthening Aboriginal families and reducing the over-representation of Aboriginal children in child protection and care.

Two pilot teams will be established: one at VACCA and the other at Bendigo and District Aboriginal Cooperative. The organisations will hold decision making responsibility under the under the CYFA.

VACCA's pilot will operate under the umbrella of the Nugel program, to give valuable experience and support.

VACCA's Nugel program has been at the forefront, 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 organisations 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.

POSITION SUMMARY

The Case Support Worker will work cooperatively with Case Managers and under the direction of the

Team Leader, undertaking a variety of case support work and administration tasks. These tasks will include making referrals, researching supports, supervising visits between children and their families where there are safety issues, transporting children to services and providing in home support to families as well as accompanying Case Managers on outreach visits.

KEY RELATIONSHIPS

Internal: Nugel Case workers and managers, Aboriginal Healing Team

External: Families, carers, medical and education services and professionals

KEY SELECTION CRITERIA

The successful applicant will possess:

- 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 of working with Aboriginal families and children.
- A sound knowledge of child development and childhood trauma.
- Ability to maintain confidentiality and privacy.
- Writing skills with the ability to make case notes, write letters and emails.
- Ability to receive instruction and ensure tasks are completed to a high standard.
- Capacity to work both independently and as a member of a team.
- Flexibility in supervising contact across a range of venues.
- Knowledge of the Victorian Child Restraint Regulations and competent in the fitting and use of restraints.
- An ability to engage and support children with a range of behavioural issues.
- Ability to engage and communicate with children, young people and families in culturally safe ways.

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

CASE SUPPORT

- Engage with children, young people, parents and extended family. Maintaining professional boundaries while ensuring warm respectful relationships.
- Conduct supervised visits between children and their parents, siblings and extended family working to make parents and family feel comfortable during visits so that it is a positive experience.
- Communicate and provide written feedback regarding observations of children, family and services.
- Attend and provide input to care team and case plan meetings as required.
- Participate in internal case discussions/planning as required.
- Assist with tasks related to court matters including the collation of documents and drafting of applications.
- Engage and support children and families who have experienced trauma and manage conflict when needed.
- Transport and accompany children to appointments, activities and events.

ADMINISTRATION

- Complete case notes that will be entered on to CRIS.
- Assist case managers with administration tasks such as making referrals, taking minutes, processing payments etc.

COMMUNICATION

- Be able to explain the VACCA and the pilot program to families as well as professionals.
- Clearly communicate information to team members.
- Ensure all communications adhere to confidentiality policy and legislation.

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.
- Committed to own self-care and support others within the team.
- Commit to regular supervision and VACCA's supervision processes.
- Utilise external supports through VACCA's Employment Assistance Program.

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.