



POSITION DESCRIPTION

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| Position | Client Services, Training Lead |
| Reports to | Senior Manager, Learning and Development |
| Direct Reports | 2 |
| Status | Full Time, Fixed Term Contract |
| Location | 340 Bell St, Preston. |

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 60 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. Through *Cultural Therapeutic Ways* VACCA is implementing a whole of agency approach to guide VACCA's practices of healing for Aboriginal children, young people, families, community members and carers who come into contact with our services, as well as creating a safe and supportive workplace for staff.

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 plays 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.

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.



PROGRAM AREA

The Learning & Development Team is responsible for building the skills, knowledge and capability of VACCA staff, supporting VACCA's growth and development as the lead Aboriginal child and family organisation in Victoria. In addition, the L&D Team works with other ACCOs, peak bodies, Victorian government departments and other community and business organisations to help build understanding and knowledge of Aboriginal culture and ways.

The Learning & Development Team supports the shared effort of over 800 staff, who are responsible for over 60 programs and is specifically responsible for:

- Supporting VACCA's Vision, Purpose and Principles
- Supporting VACCA's Cultural Therapeutics Ways of working.
- Building the knowledge and skills of VACCA staff
- Working with VACCA programs to identify learning needs of staff
- Supporting external organisations in building the cultural competence of staff
- Working with Government departments to support the needs of funded programs and department staff

VACCA is committed to strengthening its capacity to support the induction and ongoing professional development of its staff and deliver culturally effective services to Aboriginal children and families. The Client Services Training Lead will be responsible for the development and delivery of training for Client Services staff across the agency, providing training across all levels of the VACCA Client Services' Learning Journeys. This role involves designing training for new case workers as well as developing a suite of learning and development interventions for advanced practitioners and specialists.

The Client Services Training Lead will project manage multiple training developments simultaneously, leading working groups in partnership with practice areas and the Learning and Development Cultural Training leads, to ensure best practice and culturally safe learning initiatives. This Training Lead will consult with Aboriginal advisors to ensure everything produced is culturally appropriate, provides Cultural Safety and follows VACCA's Cultural Therapeutic Ways, the Cultural Practice Framework that governs all the work that we do.

As a member of the team, you will be part of a supportive group of staff with diverse responsibilities involving contact with all areas of VACCA. You will have the opportunity to contribute the skills you've gained in previous roles and to build your knowledge and expertise about the diverse range of programs that VACCA delivers for Aboriginal children and families, including Cultural programs, child protection, family services, out of home care, youth, justice, education and family violence.

POSITION SUMMARY

The Client Services Training lead role involves:

- Project management of the Client Services training suite and development of a project implementation plan inclusive of scope, resourcing and major tasks



- Contribution to the development of a Client Services Learning and Development Training Calendar
- The design, build and implementation of learning approaches to build Client Services staff capability and practice
- Consultation for and development of training content based on program documentation & requirements, and staff expertise
- Liaison with regional staff, senior managers, Aboriginal Community Controlled Organisations, other community sector organisations and government departments (particularly DFFH)
- Liaison and coordination of internal trainers, external training providers and/or consultants as required
- Delivery and facilitation of Client Services training across all four VACCA Learning Journeys (Level 1: Practitioner. Foundations of Client Services, Level 2: Advanced Practitioner. Complex Client Services skills, Level 3: Client Services Management)
- Working in collaboration with other staff, including supporting and guiding staff as a senior member of a project team.

KEY RELATIONSHIPS

Internal: Senior Project Manager Learning and Development, Practice Leads and Practice area Training Leads (Family Violence, Trauma and Healing, Out of Home Care and Family Services), Aboriginal Learning Lead, E Learning Team, Cultural Therapeutic Ways team, as well as Directors, Executive Managers, Research and Evaluation team, Regional Program Managers, other Learning & Development staff

External: DFFH and other government departments, philanthropic organisations, Aboriginal Community Controlled Organisations.

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
- Skills and experience in project management and project planning
- Knowledge and practice experience in Child and Family Services Sector
- Skills and experience in the development of training content and implementation of professional development opportunities
- Skills and experience in preparing high quality written documentation
- Excellent computer skills across the Microsoft Office suite
- Strong organisational abilities, time management skills and the ability to work to strict deadlines
- Excellent interpersonal communication skills
- Proven ability to work independently and within a collaborative team environment

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

POSITION ACCOUNTABILITIES

- Undertake Project Management and prepare written documents including a Project Implementation Plan and the Client Services Learning & Development Training Calendar
- Develop and support delivery of training content for Client Services staff
- Deliver and/or co-facilitate Client Services training
- Represent VACCA at meetings and forums and liaise with internal and external stakeholders.
- Participate in team meetings, training and other relevant forums as required.
- Undertake administrative and other tasks as directed
- Manage direct reports including managing performance, work plans and supervision

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



VACCA

Connected by culture

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.