

## POSITION DESCRIPTION

<b>Position</b>	Case Manager - Out of Home Care (OoHC)
<b>Reports to</b>	Team Leader
<b>Direct Reports</b>	NA
<b>Status</b>	Full time
<b>Location</b>	Ovens Murray

## 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 700 staff and delivers more than 50 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

VACCA out of home care programs are responsible for delivering culturally appropriate and quality services and support to children and carers who are part of the Kinship Care, Extended Care and Foster care programs.

## POSITION SUMMARY

The principal role of the Case Manager in out of home care is to case manage and support children, young people and their families.

The Out of Home Care Case Manager may sit in more than one of the OoHC programs. The Out of Home Care programs include Kinship, Kinship First Supports, Foster Care, Better Futures, Residential Case Management and Targeted Care Packages.

The Case Manager plays a key role in providing culturally safe support, guidance and mentoring to caseworkers in the program. It is the Case Managers responsibility to advocate for decisions that are in the best interests of the child, taking into account their connection to family and culture

## KEY RELATIONSHIPS

*Internal:* Out of home care team & team leader, Corporate services, other program areas and colleagues, as required.

*External:* Clients/ carers/ family, DHHS-Child Protection & other units, Schools, Other specialist service providers- health, disability support, mental health, education & employment support, Cultural and others, as required

## KEY SELECTION CRITERIA

### Knowledge & Skills

- Demonstrated commitment to self-determination and experience working effectively with Aboriginal people and organisations.
- 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
- Demonstratable experience or knowledge in child, youth and family welfare experience
- Demonstrated ability to case manage needs and formulate recommendations that focus on the safety of the child, family functioning and parental well-being
- Demonstratable ability to coach with results, support, direct and supervise individuals
- Advanced ability to complete assessments, including assessments of risk
- An ability to work flexible hours and participate in an on-call roster as required

### Competency Requirement

- **Time Management:** Prioritises work; delegates appropriately demonstrating an understanding of the competing demands of community aspirations, organisational, team, individual and stakeholder priorities, and ensures key requirements are met
- **Communication:** Develops and communicates clear, culturally appropriate, respectful and consistent messages to staff clients and community members
- **Written Communication:** Prepares accurate documents including, reports requested by the programs, case notes and case reports that meet audience needs
- **Problem Solving:** Implements organizational policies, procedures and systems to address incidents and problems and assists team members to develop culturally appropriate solutions

- **Interpersonal skills:** Models appropriate interpersonal skills, self-awareness, self-management, and community/ cultural awareness in communications, problem solving and conflict resolution
- **Risk Management:** Manages risk and reports on mitigation strategies and recommends improvements

## Personal Attributes

- Empathy, Compassion, Resilience, Motivation, Advocacy and Professionalism

## QUALIFICATIONS

- Certificate, Diploma or Degree qualification in Community Services, Youth Case Management and/or Social Worker

## MANDATORY REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.
- Current up to date COVID-19 vaccination

## POSITION ACCOUNTABILITIES

### Case Management

- To provide case management and support for children, young people and their families in accordance with the framework of the program and consistent with the Aboriginal Child Placement Principle.
- To meet regularly with families/clients, sometimes in their homes, to provide ongoing support to ensure high quality culturally safe services.
- Conduct ongoing risk assessments, identifying potential for harm and protective factors, and where appropriate, implement risk management strategies
- Attend meetings and represent clients in allocations meetings, care team meetings and professional meetings as required

### Administration

- Ensure program targets are met, data is collated and reports are of a high standard and submitted on time
- To develop and complete work plans, court reports and other relevant reporting requirements within the specified timeframes
- Ensure the case management, care giver, clients notes, and all critical client information is captured electronically within a timely manner to ensure high standards of service delivery.

### Relationship and Collaboration

- Develop and maintain co-operative working relationships with external agencies and providers to optimise client service delivery and referral.

## HEALTH, SAFETY & WELLBEING

- Regular travel is required for this role
- 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 internal policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

## OTHER

- To participate in supervision, staff appraisal and staff development to uphold VACCA's policies of professional development.
- Contribute positively and proactively to team meetings
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups from time to time
- 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.

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