

POSITION DESCRIPTION

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| Position | Family Violence Children's Case Manager |
| Reports to | Team Leader |
| Direct Reports | NA |
| Status | Full time |
| Location | Orana Gunyah, Morwell |

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organisation 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 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

The Morwell office of VACCA delivers a number of programs to Aboriginal children and families including Kurnai Youth Homelessness Service, Family Violence Case Management and Therapeutic Interventions, Family Violence Therapeutic Counselling, Aboriginal Family Mental Health Support Service, Aboriginal Better Futures, the Aboriginal Child and Specialist Advice and Support Service (ACSASS) also known as the Lakidjeka Program, Koori Women's Diversion Program, Intensive Family Services and Out of Home Care Services.

Orana Gunyah, meaning Welcome, Place of Shelter is a program response for Aboriginal women and children who are escaping or experiencing family violence.

Orana Gunyah situated in Morwell, Gippsland provides a suite of crisis accommodation and support services to women and their accompanying children from across the state. The cluster model facility provides short term accommodation for up to five women and their children at a time. In addition to the five self-contained units, the site provides a staff support facility enabling the site to operate 24 hours a day, seven days a week and for support services to be delivered on site (case management, outreach, advocacy and referral). The tenancy and property management responsibilities for the five units will be provided by our partner Community Housing Limited (CHL)

POSITION SUMMARY

This role is responsible:

- To provide a culturally appropriate service to Aboriginal women and children who are experiencing or escaping family violence.
- To ensure the safety of clients and staff while providing a range of quality support services to families of the Orana Gunyah site (Crisis Accommodation & Support Service) and those who are off-site being case managed through outreach.
- To provide a case management service to children entering the service (or through outreach) from initial intake, assessment, case planning, exit planning, and review.
- To provide age appropriate activities for children, both individually and in group work.
- To link children with appropriate therapeutic services who deliver a culturally sensitive, trauma informed approach.

KEY RELATIONSHIPS

Internal: All VACCA programs across Gippsland, the Gippsland Leadership Group, all program staff, internal administration and facility staff

External: DFFH, Child FIRST and the Integrated Family Services Alliance, Mainstream Family Violence Services, The Orange Door, Safe Steps, Gippsland Family Violence Alliance, Victoria Police – Family Violence Unit, Latrobe Valley Law Courts, Schools, Child Care Centres

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
- Demonstrated ability to work with complex-needs families in the context of family and community violence and to engage with them to work collaboratively to achieve agreed upon goals
- Demonstrated ability and experience in the provision of age appropriate activities for individual children or groups of children
- Demonstrated capacity to work alone with a degree of leadership that includes the paramount responsibility for the safety and security of the residents and staff on site
- Demonstrated ability to work in a cohesive, responsible and dynamic team
- Well-developed written, computer, verbal and communication skills
- An ability to undertake case management tasks, such as assessment, referral, case planning, case review and exit planning
- An understanding of the range of Aboriginal and non-Aboriginal services in the areas of family violence, child wellbeing, health, education, housing and well-being

QUALIFICATIONS

- Tertiary qualifications in the field of community services or equivalent, or demonstrated knowledge and experience

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card
- Provide proof of having received both COVID-19 vaccinations

POSITION ACCOUNTABILITIES

- Ensure the safety and security of residents and staff at Orana Gunyah, monitoring of the site, signing in visitors, restricting access of known perpetrators, engaging police or emergency services or any other direction from supervisor.
- Provide a range of high quality culturally appropriate support services to Aboriginal women and children experiencing or escaping family violence.
- Provide welcome and induction to unit/site for new residents.
- Advocate on behalf of clients to ensure access to relevant services including health, mental health, income security, drug and alcohol, legal, disability, counselling and housing support.
- Provide support to residents and their children on site, and through outreach to sustain and maintain their safety for themselves and their children.
- Provide parenting support and advice as required.
- Provide one on one support or participate in group activities to support women and children identify their own needs and work with them to implement cultural and safety plans.
- Receive and provide a thorough handover at the beginning and end of each shift and ensure all processes are followed so all relevant information is passed on.

- Ensure strict privacy, confidentiality and client record standards are kept according to program expectations.
- Ensure the guidelines of the site are maintained including meeting OH&S expectations.
- Participate in regular supervision with the Team Leader, Orana Gunyah.
- Commit to undertake any/all training as identified by supervisor.
- Participate actively in a dynamic and resourceful team.
- Develop and maintain positive working relationships internally and with external organisations including emergency services, Department of Human Services, Community Housing Limited and other service providers.
- Strong organisational abilities and interpersonal skills, including the capacity to negotiate and work effectively with a range of individuals and organisations so that program objectives are achieved.
- Well-developed analytical skills and solution focussed.
- An understanding of, or ability to understand the relevant legislative frameworks, in particular with the Children, Youth and Families Act 2005 and Family Violence Protection Act 2008

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.