



**VACCA**  
Connected by culture

## POSITION DESCRIPTION

<b>Position</b>	<b>Senior Program Manager</b>
<b>Reports to</b>	<b>Executive Manager - East</b>
<b>Direct Reports</b>	<b>6</b>
<b>Status</b>	<b>Full time (38 hrs a week)</b>
<b>Location</b>	Chirnside Park

## 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 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

This position will sit within the Eastern VACCA Client Services team and will be responsible to deliver high quality services to Aboriginal women, men and children requiring service delivery within family services and family violence and to promote wellbeing in a holistic approach, participation in the broader community and access to relevant services. This position will oversee the following programs/roles:

- Aboriginal Practice Lead, Team Leader and Practitioner, The Orange Door (Inner/Outer East)
- Family Violence Case Management Program
- Family Violence Therapeutic Intervention Program
- Family Violence Healing Groups Initiatives
- Family Services Programs
- Aboriginal Family Reunification and Preservation Response Program
- Early Intervention Programs

The Senior Manager is part of the Eastern Senior Management Team and will work closely with the Executive Manager and the Senior Program Manager, Care Services and Cultural Programs and Operations Manager to ensure:

- Aboriginal Families children and families receive a culturally appropriate service
- All programs meet performance targets and contract agreements
- A healthy workplace culture and professional work environment is maintained and promoted
- Continuous quality improvement remains high on the agenda
- Relationship with sector partners and Aboriginal agencies are developed and maintained
- The cultural rights and needs of families are prioritised within and embedded within practice
- Children and families receive a quality and meaningful service
- Staff are appropriately supported to undertake the responsibilities of their role

## POSITION SUMMARY

The Senior Program Manager will report to the Executive Manager and will work in close partnership with the VACCA's Leadership Group, the VACCA Family Services and Early Intervention Programs and the Aboriginal roles in the Orange Door, to lead high quality, culturally safe and effective responses to Aboriginal people seeking support around Family Services. Additionally, the Senior Program Manager will work to build and maintain effective partnerships with Aboriginal services and communities, DFFH and our agency partners.

The role will be responsible for providing efficient, and professional operational management to Family Violence and Early Intervention Programs, and to provide leadership and expert advice on culturally safe and inclusive specialist family violence services, child and family services and perpetrator interventions. The role will also be responsible to manage line management, support and supervision to VACCA's Family Services Programs.



## KEY RELATIONSHIPS

*Internal:* VACCA Leadership Group, VACCA staff and community, including client service regional management and staff.

*External:* The Orange Door; Family Safety Victoria (FSV); Government departments; Aboriginal Community Controlled Organisations (ACCO's); other Family Violence and Child focussed services.

## KEY SELECTION CRITERIA

- Demonstrated a high-level 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 a high level of 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
- Proven experience in managing community and interagency relations, in particular: a demonstrated high-level awareness and understanding of the community that VACCA services, the sector and the work of other relevant organisations
- Demonstrated a high level of experience in managing service delivery in the Aboriginal child , youth and family sector including experience in Family Services and Early Intervention
- Demonstrated effective and interpersonal skills, for example, active listening, empathy in all verbal and non-verbal communications
- Demonstrated a high level of capacity to support change management and assist others to adapt and adjust to organisational change
- Able to provide quality supervision to direct reports enabling their development and growth consistent with VACCA policies and frameworks
- Experience in managing governance and compliance issues including program, team and individual planning, quality management and continuous improvement, risk management and compliance, and OH&S
- Demonstrated a high level of understanding and application of Family Violence models (MARAM,), approaches, theories and practice when dealing with clients
- Demonstrated a high level of understanding and application of Information sharing scheme (FVISS, CISS) or ability to undertake training

## QUALIFICATION

- Qualifications in social work, community services or/and substantial experience in these fields is desirable

## 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

### SERVICE DELIVERY:

- To provide support staff in providing high quality practice that is flexible and responsive and consistently employs the principles of best interest for children, young person, women, men and families who have experienced family violence.
- Establishes systems to ensure the organisation's governance framework is operationalised and legislative and accreditation compliance is achieved whilst maintaining the cultural integrity of the organisation
- Contributes to the development of the strategic plan, establishes and reviews systems to support the agency's planning cycle, ensures accurate reporting / accountability to the Board and achieves organisational goals
- Working collaboratively with VACCA staff, the TOD Hub Managers, partner agencies and ACCO's to build and maintain effective partnerships with Aboriginal services to support choice for Aboriginal people.
- Provide leadership, direction and support to staff (particularly those reporting to the role) to ensure a high quality of case work practice is undertaken and program targets are met
- Ensure client services reporting is up to date, is of a high standard and reported on time
- Set a standard of excellence in the office by ensuring that staff are familiar and adhere to key policies and procedure and legislation and the contract requirements of their roles
- Oversees programs budgets, money is spent appropriately and accounted for, including the management and review of financial performance and ensures availability of adequate resources.

### STAKEHOLDER MANAGEMENT

- Responsible for undertaking high level negotiations with Aboriginal agencies, government bodies, community sector organizations- to enhance service delivery and policy development to Aboriginal children, families and communities
- Leading and supporting culturally safe and responsive practice within the Family Violence Programs, Family Services Programs and Early Intervention Programs.
- Provide trauma informed practice leadership in accordance with program guidelines
- Provide therapeutic leadership, case direction and individual supervision to direct reports within the program
- Promote and maintain positive, collaborative working relationships with all professionals and with other therapeutic services and case management programs.

### PROGRAM DEVELOPMENT:

- Contribute to the development, implementation and maintenance of innovative and culturally safe therapeutic programs for Aboriginal children and their families.
- Ensure implementation of quality assurance and quality improvement frameworks for family violence and early intervention programs across VACCA



- Oversee, monitor and deliver projects to respond to local needs, ensuring they are delivered in a culturally safe and effective way, in accordance with self-determination and relevant legislation and government regulations and guidelines
- Manage and oversee program budgets, funding sources, acquittals and brokerage.

## HUMAN RESOURCE MANAGEMENT:

- Responsible for workforce management, including the development of policies, procedures and a strategic plan to recruit and train a skilled workforce
- To provide supervision to specified staff according to the VACCA's Policy, monitor workloads, provide annual staff appraisals and professional developing planning. Support staff after any critical incident
- Identify and ensure professional development for staff and ensure that all staff receive appropriate development and training opportunities.

## 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.\
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.

## QUALITY & CONTINUOUS IMPROVEMENT

- Provide a response to FOI requests and/or Privacy Breaches
- 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 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.