



POSITION DESCRIPTION

Position	Family Violence Case Manager
Reports to	Team Leader
Direct Reports	NIL
Status	Full time (38 hrs pw) Fixed 12 months contract
Location	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

VACCA is delivering Family Violence programs across multiple locations which will deliver culturally safe and trauma informed case management, counselling and group-based work with Aboriginal community members, particularly those impacted by family violence.

Culture, Connection and Healing are central to the design and delivery of Family Violence programs to Aboriginal families. The program model is family focused and where possible, all family members will be involved and supported, individually and as a family. Staff will work within VACCA's Aboriginal therapeutic framework.

There is a strong component of action research throughout the program in order to build an evidence base of best practice for working with Aboriginal families. Collaborative working and proactive sharing of the evidence base and lessons learned is essential to this role.

POSITION SUMMARY

The Eastern VACCA Family Violence Program provides advocacy, referral and support to Aboriginal community in the region who are experiencing family violence. A range of support options are available that may include short, medium and long term case management supports. Our Eastern VACCA Family Violence Program is delivered in the Inner and Outer East catchments of the Eastern Division of DFFH.

The Family Violence Case Management position will work holistically with families engaged with the program around assessing FV risks and addressing these, including develop a safety plan with families. This service is an outreach-based approach to family homes to deliver intensive supports aimed at reducing and eliminating FV in family homes. The Case Manager role is responsible for:

- Provide intensive case management interventions to families, incorporating a therapeutic response
- Complete comprehensive MARAM assessment and responding to risks of each individual member of the family, including development of safety plans and advocating for individuals and families were required for families they are allocated to support.
- Complete the family assessments and all client contact case notes as required
- Develop a family violence goal plan with families that will guide their outreach activities – identifying risks and strategies
- Regularly review MARAM assessments, Family Assessments, Safety plans and family goals with families.



- Effectively engage with families, coordinate care teams with all support services involved with the families, including encouraging family participation in these.
- Support Aboriginal families through their individual goals and healing journeys by creating or rebuilding strong positive connections between family members, their culture, land and community
- Establish effective working relationships with other VACCA services and partner agencies.

The position will contribute to the delivery of quality, culturally safe approaches to individuals and whole of family as appropriate through applying VACCA's Cultural Therapeutic Ways framework and the Family Violence program guide. Healing through Culture will underpin all aspects of the work.

KEY RELATIONSHIPS

Internal: All VACCA programs and services

External: DFFH, Crisis services, Aboriginal services, Community Elders, Police, Courts and other services critical in delivery a response to the clients of the family violence program.

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
- Experience and ability to work with Aboriginal organisation and communities and a proven ability to effectively communicate with Aboriginal people.
- Experience and good awareness of family violence issues and the impacts on Aboriginal families.
- The ability to apply a flexible, non-judgmental and empowering approach to service delivery.
- Knowledge of local family violence programs, accommodation, legal, health and community services within the region – or the ability to acquire that knowledge.
- Demonstrated positive working relationships with other agencies in a service network, and experience with shared casework, or group work.
- Demonstrated ability to work independently and as a collaborative team member in a challenging environment.



- Demonstrated competencies in the application and use of Microsoft word applications and other data systems.
- Demonstrated interpersonal skills, sound verbal and written communication skills; ability to prepare reports, submissions and other relevant documents.
- A thorough understanding of the issues relating to confidentiality and mandatory reporting provisions

DESIRABLE

- Knowledge of the Family Violence Protection Act 2008 and the MARAM framework – Multi Agency Risk Assessment Management
- A tertiary qualification in Community Services, Social Work, Psychology, welfare or a related discipline
- Knowledge of the IRIS data reporting system

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 (including booster dose, as applicable)

POSITION ACCOUNTABILITIES

DIRECT SERVICE DELIVERY

- Provide regular and ongoing contact with children, young people, individuals and families at locations where they are most comfortable and safe.
- Coordinate the case management plan from initial contact, assessment, case planning and review and exit planning.
- Complete comprehensive MARAM as part of the initial assessment and then periodically as required.
- Develop and review a comprehensive safety plan with clients and review as required/needed.
- Advocate for Aboriginal people impacted by FV, particularly women and children to promote access to required services.
- Provision of intake, court support, secondary consult and on call work during business hours.
- Group work

ADMINISTRATION



- Accurate record keeping, including case notes, completed forms and reports as required according to program guidelines and agency registration obligations.
- Case management and maintenance of client files in line with legislative and policy requirements.
- Maintain accurate statistical data using organizations current data systems as required by VACCA and Department of Health and Human Services.
- Attend regular team meetings and other forums as required. - Undertake other duties as directed.

PROGRAM DEVELOPMENT

- Establish effective working relationship with partner agencies providing services and support for people who have experienced family violence.
- Participate in local, regional and other network meetings encompassing issues and current initiatives addressing family violence.
- In conjunction with other team members undertake program promotion, presentations, community education and training activities.
- Lead and assist in the development and implementation of new projects or initiatives relevant to supporting women and children who have experienced family violence

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