

POSITION DESCRIPTION

Position	Family Violence Program Manager
Reports to	Senior Program Manager- East
Direct Reports	up to 6
Status	Full time (38 hrs a week)
Location	Eastern VACCA – 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

The Eastern Family Violence Programs provides support services to Aboriginal Women, Men and Children through a range of specialist family violence programs. The service aims to support Aboriginal Women, Men and Children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence.

The four specialise family violence programs which are delivered by VACCA's Family Violence program are:

The Orange Door: delivers a new way for Aboriginal women, children and young people experiencing family violence, and Aboriginal families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services. The Hub focuses on perpetrators of family violence, to keep them in view and play a role in holding them accountable for their actions and changing their behaviour. Hubs will be accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. The Hubs will engage perpetrators and plan interventions to hold them to account.

Family Violence Case Management: delivers integrated case management service to Aboriginal women and children experiencing Family Violence. The program delivers Family intake and assessment and case management support within the Brimbank/Melton and Eastern Melbourne regions.

Family Violence Therapeutic: delivers one on one counselling, dyadic family therapy and group-based work with Aboriginal women children, adolescents and families

Family Violence Group Workers: Supports and delivers cultural safety case management support to young people who have perpetrated violence.

Also work to deliver high quality service to Aboriginal women, men and children experiencing family violence and to promote wellbeing in a holistic approach, participation in the broader community and access to relevant services. The teams provide clients with comprehensive assessments for both child wellbeing and family violence and support clients in accessing wider service system.

POSITION SUMMARY

The Eastern Family Violence Program manager is a newly created leadership position within VACCA. The position will be part of the relevant VACCA area-based leadership group which is led by a Senior Program Manager to whom this position reports directly.

The Eastern Family Violence Program manager will work in close partnership within VACCA's Leadership group, VACCA Family Violence program team's, the Hub Managers to lead high quality, culturally safe and effective responses to Aboriginal people seeking support around Family Violence services within both VACCA and the Orange Door, once it is up and running. Additionally, the Eastern Family Violence Program Manager will work to build and maintain effective partnerships with Aboriginal services and communities within the VACCA and Networks to support for Aboriginal people.

The Eastern Family Violence Program Manager will be responsible for providing efficient and professional operational management to Family Violence Programs and provide leadership and expert advice to Family Violence Programs on culturally safe and inclusive specialist family violence services, child and family

services and perpetrator interventions. The Eastern Family Violence Program Manager will manage line management, support and supervision to VACCA's Family Violence Programs.

KEY RELATIONSHIPS

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

External: The Orange Door; Family Safe Victoria (FSV); Government departments; Aboriginal Community Controlled Organisations (ACCO's); other Family Violence and child welfare services.

KEY SELECTION CRITERIA

Knowledge and skills

- 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
- **Strong contemporary knowledge of Aboriginal culture, aspirations and self-determination** has a strong understanding of the local service delivery environment for Aboriginal children and families and communities in the local area, with additional recognition given to Aboriginal and Torres Strait Islander applicants.
- **Works collaboratively to drive cultural change:** has a clear concept of the culture required to deliver effective, culturally safe and responsive services for Aboriginal people within an integrated practice context; designs and delivers innovative practices that enhance quality practice standards for Aboriginal people; understands how to build and establish effective practice cultures, identifies change required, describes reasons for it and engages people who can deliver the change.
- **Expert knowledge and practice leadership roles within Aboriginal services:** has established expertise and capability to lead and embed culturally safe and responsive practice as part of an integrated service model of collaborative service delivery and quality clinical practice in the Hubs; has highly developed leadership, negotiation and relationship building skills; has deep understanding of the role of the law and legal system in the context of responding to family violence; has knowledge of practice with Aboriginal women, children, families, victims and perpetrators of family violence; has experience working in multi-disciplinary and multi-agency contexts.
- **Systems thinking** diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation.
- **Self-management:** invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

Personal qualities

- **Relationship building:** establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with

people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.

- **Initiative and accountability:** proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
- **Drive and commitment:** enthusiastic and committed; demonstrates capacity for sustained effort and hard work; sets high standards of performance for self and others; enjoys a vigorous and dynamic work environment.
- **Teamwork:** cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

Specialist Expertise

- Professional practice experience in family violence services, child and family services, early intervention and or broader social services sector is essential.
- Demonstrated understanding and application of Family Domestic Violence models (MARAM,), approaches, theories and practiced when dealing with clients
- Demonstrated understanding and application of Information sharing scheme (FVISS, CISS)
- Demonstrate experience and an in depth understanding and application of Family Violence and Child Well-being, frameworks, models, approaches, theories and practice when dealing with clients, including an in depth understanding of family violence risk assessment and management in line with the MARAM framework.

QUALIFICATION

- Bachelor of Social Work, equivalent or willingness to obtain.
- MARAM training or commitment to completing training

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

SERVICE DELIVERY

- Support staff to provide high quality practice that is flexible and responsive and consistently employs the principles of best interest for victim survivors who have experienced family violence.
- Participate in forums and consultations as required with Family Safety Victoria.
- Liaising with and providing specialist or secondary consultation to Eastern Family Violence Programs to discuss direct service issues for Aboriginal people accessing services.

- Working collaboratively with VACCA staff, the Hub Manager, ACCO's to build and maintain effective partnerships with Aboriginal services to support choice for Aboriginal people.

LEADERSHIP

- Managing stakeholders through effective negotiation and influence, harnessing this network to support Aboriginal people and ensure effective operations.
- Working with local Aboriginal governance groups to provide connection between Aboriginal services, communities and the orange door. Participation in all relevant internal and external stakeholder meetings
- Leading and supporting culturally safe and responsive practice within Eastern Family Violence Programs with Aboriginal children, women and men.
- Leading, mentoring and developing Eastern Family violence programs in working with Aboriginal children, women and men.
- Building the cultural safety of Eastern Family Violence Programs and supporting choice and self-determination of Aboriginal people.
- 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

ADMINISTRATION:

- Support the maintenance of timely accurate statistical data as required by VACCA and relevant funding bodies.
- Manage the provision of data and information required for reporting
- Manage all payroll and leave administration for staff
- Attend and facilitate regular team meetings and other forums as required.
- Keep accurate and complete records of your work activities in accordance with legislative requirements and the Victoria Government's, information security and privacy policies and requirements

PROGRAM DEVELOPMENT:

- Actively participate in fortnightly supervision sessions
- Contribute to a centralised body of best practice for family violence programs across VACCA
- Contribute to the development, implementation and maintenance of innovative and culturally safe therapeutic programs for Aboriginal children and their families impacted by family violence
- Contribute to the implementation of customised program resources such as program manuals, practice and data collection tools to support quality program delivery
- Contribute to the design, development and facilitation of customised family violence training and professional development programs to ensure consistent quality service delivery to clients
- Ensure implementation of quality assurance and quality improvement frameworks for family violence 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

HUMAN RESOURCE MANAGEMENT:

- Support the recruitment and induction of appropriate staff to VACCA to provide high quality service delivery to children, young people and families.
- 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
- In conjunction with the VACCA Executive Manager and Senior Program Manager; identify and be responsible for ensuring a high level of professional development for staff and ensure that all staff receive appropriate development and training opportunities.
- Where appropriate support timely responses to staff issues
- Convey the application of VACCA's Values through modelling behaviour and using Strategic Goals to guide work practices and service development.

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

- Assist Hub Manager to 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 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.