



**VACCA**  
Connected by culture

## POSITION DESCRIPTION

<b>Position</b>	<b>Case Manager</b>
<b>Reports to</b>	<b>Team Leader</b>
<b>Direct Reports</b>	<b>NA</b>
<b>Status</b>	<b>Full Time (38hrs pw)</b>
<b>Location</b>	Preston Office

## 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 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

In November 2017, in an Australian first, the Department of Health and Human Services (DHHS) commenced transferring statutory responsibility for Aboriginal children on children's court protection orders to Aboriginal community-controlled organization's (ACCO's). A landmark achievement for Aboriginal people in the struggle for self-determination, this meant that all decision making in relation to the care, case planning and case management of an authorised Aboriginal child (specified functions and powers previously held by the Secretary, DHHS) could now be made at the community level (through the 'principal officer' or CEO of an ACCO).

VACCA's Nugel (Belong) Program was the first of these "Aboriginal Children in Aboriginal Care" programs to be implemented in Victoria and thus has been at the forefront of these developments, transforming the business of protecting children so as to truly meet the best interests of Aboriginal children today and for generations to come. Nugel, which means "belong" in Woiwurrung, offers a new model of child protection practice that involves Aboriginal organizations working in partnership with Aboriginal families. Nugel believes that Aboriginal children "belong," and have a sacred place at the centre of Aboriginal communities – they have an inviolable right to be seen; to be heard; to be nurtured; and to be safe. They have the right to know who they are, where they come from and where they belong. Nugel understand that the best way to achieve this is to wrap our service response around the family and community as a whole in order to restore circles of care that have been a part of the Aboriginal Way of protecting children since the times of the ancestors

## POSITION SUMMARY

Reporting to the Team Leader, Nugel Case Manager, will have the opportunity to make a real-life difference in the lives of Aboriginal Children and families involved in the child protection system.

This position will be responsible for working with Aboriginal children and families, Government and sector partners to reduce the over representation of Aboriginal children in care and in contact with the Child Protection system, strive for better outcomes for children and to build capacity in families so that children can be transitioned home

## KEY RELATIONSHIPS

*Internal:* VACCA staff; OOHC program, ACHT team, VACCA In House Legal Service, Family Violence program, Intensive services programs

*External:* Child protection, ACCO's, DHHS, Government bodies, Children's Court

## 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 undertake complex casework with children who have experienced trauma and may present with challenging behaviours, including using culturally safe therapeutic approaches to heal and build resilience
- Demonstrated understanding of child development, attachment and trauma as they relate to Aboriginal children
- Understanding of the legislations, policy and practice requirements relating to Aboriginal children, families and communities
- Proven experience in completing assessments, including assessments of risks and developing, implementing and reviewing plans for children and young people
- Demonstrates effective and culturally appropriate interpersonal skills e.g. active listening, empathy in all verbal and non-verbal communications
- Proven experience in preparing accurate document and reports e.g., case notes, incidents reports, court reports, work reports that meet audience needs
- Proven ability to effectively communicate and negotiate with Aboriginal children, families, carers and other service providers to achieve outcomes
- Demonstrated ability to work in a complex, fast paced team, and to demonstrate resilience in managing competing demands

## EDUCATION/QUALIFICATIONS

### **Mandatory**

- Experience working in the child, youth and family's sector
- Diploma of Community Services

## 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

### ENGAGEMENT AND WORKING WITH ABORIGINAL CHILDREN, YOUNG PEOPLE AND FAMILIES

- Work with Aboriginal children, young people and families in a case management capacity - in order to attend to their holistic wellbeing needs (physical, emotional, social, cultural, spiritual).
- In line with the Children Youth and Families Act (2005) and VACCA policy and guidelines – work alongside children and families to:
  - Identify risks and safety concerns



- Develop, implement and review care and cultural plans to attend to children's safety and wellbeing needs – drawing upon cultural and healing practices as well as family decision making as part of this process.
- Under the guidance of the team leader, understand and follow policy in managing serious/complex case issues, critical incidents, worker safety issues and quality of care concerns
- Advocate for and represent children, young people, families and VACCA in the Victorian Children's Court – including:
  - Preparing high quality court reports, which present information and make recommendations on decisions and actions in the best interests of the child
  - Giving evidence to the court under cross examination
- Document and maintain records – including photos and stories of significant milestones – so that children have access to their life stories.
- Ensure all client records and files are up to date and that the Client Relationship Information System (CRIS) is used for recording, analysing and reviewing client information

## PARTNERSHIPS AND COMMUNICATION

- Engage with and build strong collaborative relationships with Aboriginal children, young people, families, and carers – ensure they understand Nugel practices and processes and that they know their rights, they have a voice and know how to use it.
- Engage with and build strong collaborative relationships with other VACCA programs, other ACCO's, CSO's and the Aboriginal community more broadly - in order to work as part of an integrated wrap-around community and service system.
- Engage with and be a voice for Aboriginal children, families and communities with other external stakeholders – including all DHHS divisions, and community service providers. Provide information about Nugel practice and advocate for better service delivery for Aboriginal children and families.

## 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



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- 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.