



POSITION DESCRIPTION

Position	Team Leader Nugel
Reports to	Program Manager
Direct Reports	3-5 Case Managers
Status	Full time (38 hrs pw)
Location	Based at the 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



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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 Program Manager-Nugel, the Team Leader-Nugel, will play a key leadership role in working with Aboriginal children and families, Government and sector partners to reduce the over representation of Aboriginal children involved with Child Protection, strive for better outcomes for children and to build capacity in families so that children can remain at or be transitioned home.

Key to transforming the way child protection is delivered, is implementing Nugel's unique practice approach which is based on Cultural Therapeutic Ways; a whole of agency approach that places culture at the centre and integrates this with theories of self determination and trauma. The team leader is central to ensuring that this approach is delivered by staff they manage.

The position will also actively contribute to the development of internal and state-wide policies, procedures and protocols relating to the Nugel 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



- 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
- A proven ability to develop, manage and lead a team in quality casework practice, with a demonstrated capacity to:
 - work successfully with Aboriginal children, young people and their families
 - assess and manage risk for highly vulnerable children and families
 - develop innovative strategies and make decisions in the best interest of the child
 - effectively manage conflict
 - engage and negotiate with key stakeholders
 - assess staff competencies and needs and provide critically reflective supervision
 - critically review service data and outcomes
 - consistently meet programs objectives and service targets
- Ability to monitor continuous quality improvement and report on compliance with standards
- Highly developed organizational abilities, interpersonal and communication skills including the capacity to negotiate and work effectively with a range of individuals and agencies so that program objectives are achieved
- Demonstrated resilience in being able to work in high pressure environments and ability to support and develop staff in this context
- High level written and computer skills with the ability to prepare and review reports (including court reports) and maintain client records to a high standard
- Ability to work flexible hours and participate in an on-call roster

EDUCATION/EXPERIENCE

- Minimum of 3 years' experience working in the child, youth and family's sector
- Minimum Diploma of Community Services Work.
- Experience in managing a team 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

The Team Leader for the Nugel program will provide supervision to a team of case managers, ensuring that a quality, timely service is provided to 36 Aboriginal children and their families/carers. In addition, they may be required to carry a small caseload.

MANAGEMENT

- Provision of high quality supervision of case managers
- Ensure Aboriginal culture is embedded in all aspects of the program



- Ensure awareness and compliance (self and staff) to relevant legislation, policy and procedure
- Chair and facilitate as necessary any meetings (team meetings, care team meetings, inter and intra agency meetings)
- Data collection and monitoring of case manager's compliance with standards and legislation. Timely reporting of this information as requested
- Actively participate in the development and implementation of programmatic changes

ENGAGEMENT AND WORKING WITH ABORIGINAL CHILDREN, YOUNG PEOPLE AND FAMILIES

- Ability to use engagement skills to establish and maintain effective working relationships with children, young people, their families and carers
- Have a sound knowledge of child development and the impact that abuse and trauma can have on building relationships
- Have a sound knowledge of the ongoing impact of past policies and practices relating to Aboriginal families
- Have a sound understanding of cultural support planning and how this process supports children and young people at different stages of their cultural journey
- Willingness to use creativity and a variety of tools and resources to ensure that children and young people understand their rights and actively participate in decisions made about their future
- Ability to foster connections for children and young people with wider family and community networks, some of whom they may have been disconnected with for long periods of time

CASE MANAGEMENT AND CASE PLANNING

- Conduct case management and case planning, pursuant to the Children, Youth and Families Act 2005 and VACCA specific requirements on behalf of 36 children and young people in the programs
- Demonstrate best practice in culturally appropriate assessments, case planning and case management, including court work, in accordance with the program requirements and internal VACCA program manuals
- Understand and follow policy in managing serious/complex case issues, critical incidents, worker safety issues and quality of care concerns
- Prepare and review under the guidance of the program manager, high quality court reports, present information and make recommendations to the Children's Court and other relevant courts and tribunal processes on decisions and actions in the best interests of the child
- Represent children, young people, families and VACCA in the Victorian Children's Court. Representation may include giving evidence to the court under cross examination
- Develop and review case plans for children in the program, including managing family decision making processes and participating in family decision making meetings, as required
- Understand and incorporate cultural and healing approaches, within casework and case planning procedures and practice
- 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

- Actively build strong partnerships with all VACCA programs and the Aboriginal community, to streamline service delivery and effectiveness for children and families
- Ability to work collaboratively with VACCAs In House Legal Service



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- Able to provide information on the program initiatives to a range of external stakeholders including all DHHS divisions, Aboriginal organisations and community service providers
- Able to provide information to Aboriginal children, families, carers and other VACCA staff about the practices and processes of program initiatives
- Work collaboratively with children, their families, carers, and key service providers to deliver improved outcomes to Aboriginal children, families and carers.

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 HR policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Generate general and specific communication to stakeholders via effective and timely use of Staff Bulletin, intranet, forums and other opportunities as they arise.
- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- 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.