POSITION DESCRIPTION

Position	Senior Program Manager - Nugel	**Position Number**	MOR128
Reports to	Executive Manager	**Direct Reports**	Up to 6
Status	Ongoing	**Time Fraction**	Full time
Award	SCHADS Nugel 7	**Location**	VACCA Gippsland Office

OUR VISION

Our footprint will be informed by Aboriginal self-determination and grounded in culture with our voices and actions guiding the fires of change.

OUR PURPOSE

Grounded in Cultural Therapeutic Ways we commit to Heal, Connect and Protect Aboriginal children, families and community informed by culture, trauma and self-determination to bring about generational change.

POSITION SUMMARY

Senior Program Manager Nugel will be based in Gippsland and support the implementation and management of the Nugel program in the Gippsland region.

The position will have senior responsibility for building the Nugel program, utilising the frameworks and knowledge developed through VACCA's existing Nugel program which has been running in the Northern region since 2018. This newly developed position 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 in care (ACAC), strive for better outcomes for children and to build capacity in families so that children can be transitioned home.

The position will also actively contribute to the development of internal and state-wide policies, procedures and protocols relating to the ACAC program. This includes all associated program development and service administration functions including: the implementation and monitoring of data systems for all programs: coordination of staff training needs and monitoring quality, finance and business systems. This role will be part of the senior management group.

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 Senior Program Manager is central to ensuring that this approach is delivered consistently across the program.

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

ESSENTIAL

1. **Commitment to VACCA's Vision and Cultural Values**
   - Demonstrates strong alignment with VACCA's values and purpose, with the capacity to lead and advocate for these both internally and externally.
2. **Cultural Competence and Knowledge of Aboriginal Communities**
   - Displays deep understanding and respect for Aboriginal cultures, with a commitment to ongoing learning and awareness of key issues affecting Aboriginal communities.
3. **Child Protection and Investigative Leadership**
   - Skilled in navigating child protection and the continuum of out-of-home care options, case management, and case planning.
   - Understanding of the legislation, policy, and practice requirements relating to Aboriginal children, families, and communities.
   - Demonstrated awareness of the unique nature of the Nugel Program alongside its associated organisational risks and challenges.
4. **Complex Case Management and Therapeutic Leadership**
   - Leads complex casework within complex service systems, utilising strong organisational abilities, problem-solving, and innovative strategies.
5. **Mentoring and Child Development Expertise**
   - Capable of guiding, supporting, and developing staff providing direct service delivery within the sector.
   - Experienced in program implementation, policy development, service planning, monitoring, evaluation, and continuous quality improvement.
6. **Professional Communication and Record-Keeping**
   - Highly developed communication and interpersonal skills, with a proven ability to effectively engage with Aboriginal children, families, carers, staff, and other service providers.
7. **Team Leadership, Mentoring, and Resilience**
   - Demonstrates resilience when working in high-pressure environments and the capacity to support and develop staff in this context.
   - Ability to build and maintain strong relationships and partnerships across the service sector to ensure the best possible outcomes.

EDUCATION/QUALIFICATIONS

- Tertiary qualifications in the field of social work, psychology or community services or equivalent demonstrated knowledge and experience.
- Extensive years of experience working in the child, youth and families sector
- Significant experience in managing a team.

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working With Children Check card and a clear National Police Check
- Current COVID-19 vaccination (including booster dose, as applicable)

POSITION ACCOUNTABILITIES

LEADERSHIP AND MANAGEMENT

- Ensure Aboriginal culture is embedded in all aspects of the program.
- Contribute to development and implementation of the Nugel programs, their evaluation, including a comprehensive service delivery framework inclusive of legislated requirements, quality standards, program procedures, and an Aboriginal practice approach.
- Effectively manage and provide strong leadership to VACCA's Nugel program teams.
- Manage the day-to-day delivery of services required by children and young people in the Nugel programs.
- Participate in evaluation of the Nugel program and lead ongoing program and practice development and continuous improvement
- High quality and regular supervision of all staff within the program including development needs, and remediate and report any significant staff, risk or practice difficulties.
- Provide culturally responsive, high quality and therapeutically informed case advice to Supervisors.
- Support Supervisors to maintain effective cross program communication between Nugel and other VACCA programs.
- Monitor performance against agreed indicators, oversight compliance and reporting requirements for Werribee programs and ensure the relevant electronic data systems are properly utilised.
- Lead ongoing program and practice development and continuous improvement in collaboration with Executive Manager.
- Ensure team and program meetings are held regularly, chair and facilitate as required.
- Manage and maintain the financial and business systems for programs including required reports and ensure these are effectively implemented and monitored.
- To manage the VACCA on-call after hours service response in collaboration with Executive Manager.

CASE MANAGEMENT AND CASE PLANNING

- Ensure case management and case planning, pursuant to the Children, Youth and Families Act 2005 and VACCA specific requirements on behalf of children and young people in the Nugel Program.
- Ensure best practice in culturally appropriate assessments, case planning and case management, including court work, in accordance with the Nugel program service delivery of framework
- Take a lead role in managing serious/complex case issues, critical incidents, worker safety issues and quality of care concerns and provide timely and expert advice to senior managers including Director and the CEO about these issues.
- Prepare 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, and support Nugel Program staff in all aspects of court work.
- Develop and review case plans for children in the program, including managing family decision making processes and chairing family decision making meetings, as required.
- Demonstrate capacity to role model undertaking complex negotiations and having difficult conversations.
- Develop new ideas and approaches to incorporating cultural and healing approaches, within casework and case planning procedures and practice.
- Ensure all client records and plans are up to date and that the Client Relationship Information System (CRIS) is used for recording, analysing, and reviewing client information.

STAFF SELECTION, TRAINING AND SUPERVISION

- Ongoing management of the recruitment requirements in relation to the Nugel programs.
- Contribute to orientation, design and delivery of training for Nugel program staff.
- Supervise team leaders (and caseworkers as required) in accordance with VACCA's supervision standards, and the agreed Nugel service delivery frameworks.
- Support Nugel staff in all aspects of Children's Court work.

PARTNERSHIPS AND COMMUNICATION

- Build strong partnerships between the Nugel Program and related VACCA programs and the Aboriginal community, to streamline service delivery and effectiveness for children and families.
- Capacity to promote the program and contribute to the development/and provide information and presentations on the Nugel program to a range of external stakeholders including all DFFH divisions, Aboriginal organisations, and community service providers.
- Develop and provide accessible information to Aboriginal children, families, carers, other VACCA staff and other service providers about the practices and processes of the Nugel program.
- Work collaboratively with children, their families, carers, and key service providers, including DFFH, to ensure appropriate and coordinated service delivery 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 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.

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.

VACCA is committed to reducing the impact and experiences of family violence for all community members by aligning to the Victorian Multi-Agency Risk Assessment and Management (MARAM) and Family Violence Information Sharing (FVISS) frameworks. All successful applicants will be required to complete foundational family violence and information sharing training.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 2) level which requires mandated MARAM Family Violence Screening & Identification training and responsibilities.