POSITION DESCRIPTION

Position	Nugel Senior Case Manager	**Position Number**	P10854
Reports to	Nugel Team Leader	**Direct Reports**	Nil
Status	Ongoing	**Time Fraction**	Full time (38 hrs pw)
Award	SCHADS Nugel 5	**Location**	VACCA Ovens Murray Offices

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

Reporting to the Team Leader, the Nugel Senior 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, and Government and sector partners to strive for better outcomes for children and to build the capacity of families so that children can remain at home safely or can be transitioned home.

Nugel implements Section 18 of the Child Youth and Families Act (CYFA) which transfers responsibility for decision making and direct work with Aboriginal children and their families from Department of Families Fairness and Housing (DFFH) Child Protection to VACCA. 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 Nugel Senior Case Manager is central to ensuring that this approach is applied to the case management of children, young people and families.

The Nugel Senior Case Manager will work closely with the Team Leader supporting the team and taking on higher duties as delegated by the Team Leader and senior program staff. The Senior Case Manager will hold a workload reflective of the seniority of the role, being capable of working with a higher workload of more complex cases.

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, DFFH, 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 ability to lead and advocate for these values both internally and externally.
    - Proven respect for Aboriginal cultures and societies, commitment to continuous learning, and high awareness of issues impacting Aboriginal communities.
2. **Cultural Competence and Knowledge of Aboriginal Communities**
    - Shows deep understanding and appreciation of Aboriginal cultures and communities, with a commitment to ongoing learning and awareness of key issues impacting them.
3. **Trauma-Informed and Therapeutic Practice**
    - Experienced in working with Aboriginal children and families affected by trauma, using culturally safe and therapeutic approaches that support healing and resilience.
4. **Communication, Negotiation and Networking Skills**
    - Effective yarning, deep listening, negotiation skills with Aboriginal children and families, demonstrating cultural appropriateness and sensitivity in all interactions.
    - Proven ability to collaborate with external stakeholders (e.g., police, courts, service providers) to achieve positive outcomes.
5. **Child Development and Legislative Understanding**
    - Sound knowledge of child development, attachment, trauma, and the relevant legislation, policy, and practice relating to Aboriginal children and families.
6. **Assessment, Planning, and Documentation Skills**
    - Skilled in conducting risk assessments, developing and reviewing care plans, and preparing accurate and purpose-driven documentation including case notes and court reports.
7. **Collaboration and Stakeholder Engagement**
    - Proven ability to work with other services and stakeholders (e.g., police, courts) to support effective outcomes for children and families.
8. **Team Leadership, Mentoring, and Resilience**
    - Demonstrates strong teamwork in high-pressure environments, mentors staff and maintains a commitment to self-care and team wellbeing.

- Commitment to self-care and providing support to the team, contributing to a positive and supportive workplace culture.

EDUCATION/QUALIFICATIONS

- A recognised Social Work degree or a similar welfare or behavioural related degree which includes:
  a. a primary focus on child development, human behaviour, family dynamics and/or impacts of trauma and preferably
  b. a practical component such as counselling or case work practice.

  Or,

- A recognised Diploma of Community Services work or similar qualification, which is studied over a minimum of two academic years of full-time study (or part-time equivalent) and includes:
  c. a primary focus on child development, human behaviour, family dynamics and/or impacts of trauma
  d. supervised fieldwork placements (ideally completed within the child and family welfare sector) and at least one unit in case management, case work practice or counselling.

If you don't meet these requirements but strongly believe and are able to demonstrate you have the knowledge and capacity to fulfill this role, please contact us.

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

KEY RESPONSIBILITIES

- Able to engage with Aboriginal children, young people and families in a case management capacity in line with the Nugel Practice Approach - 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 as well as strengths and protective factors within Aboriginal child rearing cultural context.
- Develop plans to reduce risk and strengthen safety within Aboriginal child rearing cultural context.
- Develop, implement, and review case plans, 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.
- Support and foster family connections.

- Support and foster connections for child and family with Aboriginal culture and communities.
- Support engagement of child and family with cultural events and activities as appropriate.
- Promote child and family agency.
- Utilise VACCA's risk assessment and management framework, *Strengthening Safety Together,* and its intersection with DFFH's risk assessment framework *SAFER.*
- Manage serious/complex case issues, critical incidents, worker safety issues and quality of care concerns.
- Capacity to negotiate complex and conflictual situations.
- Support other team members to undertake complex case tasks.
- Advocate for and represent children, young people, families and VACCA in the Victorian Children's Court 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.

PARTNERSHIP AND COMMUNICATION

- Engage with and build strong collaborative relationships with Aboriginal children, young people, families, and carers – ensure they understand Nugel practices and processes, they know their rights, and that 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 DFFH divisions, and community service providers. Provide information about Nugel practice and advocate for better service delivery for Aboriginal children and families.
- Support team members in their engagement with stakeholders.

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.

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 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 VACCA MARAM Identification responsibilities.