



POSITION DESCRIPTION

Position	Senior FV Therapeutic Case Coordinator	Position Number	Eas176
Reports to	Family Violence Team Leader	Direct Reports	NIL
Status	Fixed Contract (30 June 2025)	Time Fraction	Full time
Award	SCHADS Level 5	Location	Chirnside Park

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

POSITION SUMMARY

The Eastern VACCA Family Violence Therapeutic Program offers support services for Aboriginal community members dealing with trauma from family violence (FV). The Therapeutic Senior Case Coordination role involves delivering specialised FV responses, conducting risk assessments, creating a culturally safe environment, and providing timely family support through practical outreach services, including home visits. The role focuses on complex case management, cultural integration, and promoting family reconnection while supporting referrals to other services.

KEY RELATIONSHIPS

- Internal:** All East VACCA teams including VACCA staff based at The Orange Door; Continuous Quality Improvement; Client Practice Management Team; boarder VACCA support services.
- External:** Government Departments (including DFFH, FVS, CP), health professionals, schools, other Aboriginals Community Controlled Organisations (ACCOS), other Community service organisations.



KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose
- Demonstrate understanding of the importance of identity, and cultural connections in the healing process for Aboriginal children and families.
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Demonstrated experience in Child Wellbeing assessments and family violence risk assessments
- A strong understanding of the dynamics and impact of family violence in Aboriginal families and demonstrated awareness of complex intersectionality that impact children and families.
- Substantial and relevant experience working across Family Violence and Child Protections sectors
- Demonstrated experience and expertise in effectively engaging and supporting families using strength based, culturally appropriate and trauma informed approaches.
- Demonstrated experience and skills to identify goals and create a plan to respond to these in a timely manner, including experience to respond to crisis situations effectively.
- Strong competency and ability to prepare accurate documents and reports e.g. case notes, incident reports, family reviews, assessment reports and evaluation.
- Demonstration to have clear culturally appropriate and respectful communication skills with individuals, families, and professionals.
- Proven ability to mentor and support junior staff members

QUALIFICATIONS

- A minimum of 4 years work experience in relevant industry working in Family Violence case coordination and/or case management.
- Qualifications in relevant diploma, degree, or equivalent such as Social Work or Community Services field.
- Where a degree is commenced but not completed, salary will be fixed at Award Level 4 until successful completion
- Comprehensive Tier 1 MARAM equivalent, or willingness to complete training requirements

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card and undergo a Police check
- Current COVID-19 vaccination (minimum two doses plus booster)

Note:

All staff employed withing response teams will be required to participate in training to understand and apply evidence informed practice approaches including Aboriginal Practice Modules and Common Elements.



POSITION ACCOUNTABILITIES

- The Senior FV Therapeutic Case Coordinator is responsible for;
- Delivering a culturally safe and practical outreach services to Aboriginal community members impacted by FV across the Eastern Metro region.
- Coordination of the case management responsibilities of community members they are allocated including.
 - o Engaging respectfully and appropriately with Aboriginal children and their families.
 - o Completing comprehensive risk assessments and safety planning at tier 1 MARAM level
 - o Completing comprehensive family assessments to assess family functioning, support needs and responding to these effectively and in a timely manner.
 - o Formulating care plans with community members and responding to these in a timely manner.
 - o Completing all reporting requirements, such as case notes, assessments, closure reports, incident reports and all other reported as required.
 - o Coordinating of care team meetings with all stakeholders involved with each of the community members allocated.
 - o Provide family violence psychoeducation, resources and accurate information to community members impacted by family violence.
 - o Support families with referral pathways to best reach their goals and promote their healing journeys.
 - o Work in a collaborative manner with professionals internally and externally in a professional and ethical manner.
 - o Working as part of a multidisciplinary team and proactively share individual skills and knowledge.
 - o Representing VACCA professionally and ethically at all times.
 - o Understanding all relevant policies and legislation within the role and employment.
 - o Proactively participating in scheduled supervision and following guidance from these reflective discussion with their team leader.
 - o Ensuring that all client files are update and meet audit standards.
 - o Actively participate in team and office meetings as required.
 - o Mentoring supports to students, interns and new or junior staff in holistic case practice
 - o Potential to undertake higher duty opportunities when required.
 - o Manage a higher caseload of cases with increased complexity.
 - o Contributing to the broader team by providing mentoring and support to other team members and assist the AFPR Response Team Leader with duties as directed.
 - o Delivering group-based coaching and support programs.
 - o Support with monthly program and data reports as directed
 - o Assist where needed with practice supports in navigating the VACCA database management system.



PROGRAM DEVELOPEMNT

- Engage in appropriate training and professional development to continue to enrich your knowledge and response to families impacted by family violence.
- Attend and participate in strategic planning days.

RELATIONSHIP MANAGEMENT

- Proactively engage and build relationships across VACCA and with external 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

- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events.

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.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Comprehensive Teir 1 level which requires mandated MARAM Family Violence Screening & Identification training and responsibilities.



VACCA

Connected by culture