



## POSITION DESCRIPTION

<b>Position</b>	Senior Case Manager	<b>Position Number</b>	
<b>Reports to</b>	Team Leader	<b>Direct Reports</b>	Nil
<b>Status</b>	Fixed Term (June 30, 2025)	<b>Time Fraction</b>	Full Time
<b>Award</b>	SCHADS Level 5	<b>Location</b>	Chirnside Park

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## POSITION SUMMARY

Senior Case Manager sits within the Family Services team to support Aboriginal people and their families who are referred to the VACCA family services program. The position forms part of a multidisciplinary team of qualified and experienced staff from a range of professional backgrounds. The role will work closely with the parent/carer, family unit, key partners, and stakeholders to provide an integrated response to provide a family support service to Aboriginal children and families to address the identified support needs of the children and families. The Case Manager will empower families to share their story their way through the implementation of culturally appropriate and trauma informed engagement, information gathering, planning processes and ensure the active involvement of families in decision making at each phase towards self-determination.

## KEY RELATIONSHIPS

*Internal:* VACCA staff and community, including all client support services programs, such as; The Orange Door; Lakidjeka, Family Violence Therapeutic, Early Help, AFLDM, Emergency relief, Client Practice Management Team & broader VACCA support services.

*External:* Aboriginal families and community, Child Protection and Child Protection Navigator, Aboriginal Community Controlled Organisations (ACCOs), Community Service Organisations, Health and Housing services, Childcare, Kinder, Schools, Family Violence services, Counselling services, Emergency Relief services, Orange Door & other community service organisations and agencies.

## KEY SELECTION CRITERIA



## ESSENTIAL

To be successful in this role you will be able to demonstrate;

- Commitment and understanding of the values that underpin VACCA' vision and purpose
- Awareness and appreciation of Aboriginal societies and cultures, and commitment to continually building knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities.
- Experience in working with Aboriginal families and children.
- Good understanding of the Family Violence and Child Protection sectors, including working knowledge of comprehensive risks assessments such as MARAM.
- Understanding of relevant legislation, policies, and practice frameworks.
- Relevant work experience supporting child development, family functioning, trauma theories, comprehensive risk assessment, and service interventions for vulnerable children and their families.
- Sound knowledge of and experience with implementing strengths-based interventions
- Ability to effectively engage and support families on agreed goals and tasks in a timely manner using strengths-based, culturally appropriate and trauma informed approaches.
- Ability to complete comprehensive assessments to determine needs for families and able to formulate interventions to respond to the needs.
- Skill to identify goals and create a plan to respond to these in a timely manner, including experience to respond crisis situations effectively.
- Skill and ability to review assessment reports, safety plans and goal plans as required.
- Ability to prepare accurate documents and reports e.g., case notes, incident reports, court reports, assessment report.
- Clear, culturally appropriate, and respectful communication skills with individuals, families, and professionals.
- Ability to mentor other case workers and experience in supporting parents and their children through complex issues and crises and understanding the evidence informed practice approaches requirements of the program.
- Capacity to assist the Family Services Team Leader with duties.

## QUALIFICATIONS

- Required to hold a relevant diploma, degree, or equivalent such as Social Work or Community Services.
- 3 – 5 years of experience within a Case Management role.

## REQUIREMENTS

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

## POSITION ACCOUNTABILITIES



## KEY RESPONSIBILITIES

The Senior Case Manager responsibilities include:

- Delivering an innovative, intensive, practical outreach (including home visits) family support service to children or young people and their families using creative, evidence-based intervention techniques.
- Coordinating case management support to families including;
  - o Proactively engaging Aboriginal children and their families through an intensive therapeutic, evidence-informed approach.
  - o Completing comprehensive assessments, including the MARAM to assess support needs, and responding to these effectively and in a timely manner.
  - o Formulating care plans with families and responding to these in a timely manner.
  - o Delivering culturally appropriate and trauma informed strategies and theories in all areas of case practice with a focus on healing.
  - o Delivering practical, emotional support, advocacy, coaching, skill-building, and access to needed supports as needed.
  - o Completing all reporting requirements, such as case notes, assessments, closure reports, incident reports and all other reports as required.
- Coordinating of care team meetings.
- Mentoring and/or supervision of students.
- Work in a collaborative manner with professionals internally and externally in a professional and ethical manner.
- Working as part of a multidisciplinary team and proactively share individual skills and knowledge.
- Proactively participating in supervision.
- Ensuring that all client files on CSNet are update and meet audit standards.
- Actively participate in team, program and regional meetings.
- Program and data reports.

## RELATIONSHIP MANAGEMENT

- Collaborating with a variety of VACCA services, Child Protection, external service providers, and Community Service Organisations.

## 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.



**VACCA**  
Connected by culture

- 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
- 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.

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