

POSITION DESCRIPTION

Position	Residential Care Case Manager	Position Number	
Reports to	Team Leader	Direct Reports	N/A
Status	Ongoing	Time Fraction	Full time
Award	SCHADS Level 4	Location	Preston Office

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

POSITION SUMMARY

This role is responsible for case management of Aboriginal children and young people in residential Out of Home Care. The Residential Care Case Manager will engage with the children and young people to develop a nurturing, positive relationship and to assist each child to deal with their trauma-based responses to life in a way that promotes healing, emotional growth, development of positive attitudes and life skills. It is the Case Managers responsibility to advocate for decisions that are in the best interests of the child, taking into account their connection to family, community and culture.

KEY RELATIONSHIPS

Internal: Therapeutic Residential Care Workers, Case Managers, Cultural Support Workers, House Managers, Therapeutic Specialists, Education Specialists Team Leaders, Program Managers, Cultural Practice Lead, Executive Manager, Director, Administration support

External: Other residential care providers, DFFH, School and Educational staff, Medical and Health practitioners, Therapeutic and mental health supports, legal representatives and other community organisation with whom the young people are involved, ACSASS

KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose



- Demonstrated experience in the child and family sector and engaging with Aboriginal families, young people and children.
- Demonstrated experience in Case Management, preferably with young people in Out of Home Care
- Ability to respond therapeutically to Aboriginal children's pain-based behaviours indicating an understanding of the impact of trauma and disrupted attachment on children.
- Ability to work collaboratively with child protection workers, schools, police and Aboriginal and mainstream organisations and a range of other stakeholders.
- Well-developed written and oral communication skills including the ability manage risk assessments and safety planning including the writing of case notes, incident Reports and reports on the children as required.
- Ability to work autonomously, meet deadlines in a timely manner and self-manage within a broader team.
- Ability to participate pro-actively and openly in the therapeutic team including the ability to give and receive feedback in a constructive, respectful manner.

REQUIREMENTS

- Certificate, Diploma or Degree qualification in Community Services, Youth Services, Social Work or related discipline
- Must have and continue to hold a full Victorian Driver's Licence, a current employment Working With Children Check card, a clear National Police Check and Victorian carer register check.
- Current COVID-19 vaccination, minimum two doses and booster shot before commencement.

POSITION ACCOUNTABILITIES

KEY RESPONSIBILITIES

- Provide an effective and timely Case Management service for Aboriginal children living in Residential Care, within VACCA's service delivery framework
- Engagement in direct work with a young person to establish trusting relationships
- Promoting and facilitating appropriate social connection for young people with their family and friends.
- Work collaboratively with young people, their families, other internal and external key relationships ensure a holistic and coordinated approach to a young person's care.
- Complete required reporting including for each allocated young person
- Maintain up-to-date client records, including emails, phone calls and client engagement, ensuring this is reflected in the client file and the electronic Client Relationship Information System (CRIS).
- Provide analysis of daily notes, case notes and incident reports to identify patterns and target areas for the Care Team to focus on supporting the young person.
- Provide an Aboriginal professional practice approach that empowers and strengthens children and families, building resilience through culture, taking a holistic approach and using narrative for assessment and planning.



- Undertake family work, family assessments and capacity building work, with a focus on maintaining positive relationships and an exit from residential care for our young people
- Collaborate and advocate on behalf of young people and their families to ensure access to resources, appropriate funding, and facilities, where necessary.
- Ensuring that young people and their families receive culturally appropriate service responses.

RELATIONSHIP MANAGEMENT

- Liaise with Team Leader and Program Manager regarding any significant risk issues and concerns for a child, young person or their family
- Work collaboratively with other Case Managers within the Residential Care Program
- Develop and maintain cooperative working relationships with external agencies and providers to optimise service delivery

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.

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.