



## POSITION DESCRIPTION

<b>Position</b>	Case Manager		
<b>Reports to</b>	Team Leader Nugel	<b>Direct Reports</b>	Nil
<b>Status</b>	Full time (38 hrs pw)		
<b>Award</b>	Nugel SHADS 4.1 to 4.6	<b>Location</b>	Preston

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## POSITION SUMMARY

Reporting to the Team Leader and supported by senior staff, Case Managers will hold a mixed caseload of children authorised to VACCA as well as undertaking investigations into new child protection reports and making assessments and recommendations if a child is in need of protection. If the child is found to be in need of protection the Case Manager will work directly with children, families and community to ensure the child's safety and wellbeing.

As with all of VACCA's work this will be guided by cultural values aiming to wrap our service response around the family and community as a whole in order to restore circles of care that is at the heart of the Aboriginal Way of protecting children.

This role will have the opportunity to make a real-life difference in the lives of Aboriginal Children and families involved in the early stages of the child protection system.

## KEY RELATIONSHIPS

*Internal:* VACCA staff; OOHC program, ACHT team, VACCA In House Legal Service, Family Violence program, Intensive services programs.

*External:* Child protection, Police, ACCO's, Government bodies, Children's Court, families and Community.



## KEY SELECTION CRITERIA

- Demonstrated understanding of, and commitment to, the values that underpin VACCA's vision and purpose and the capacity to take a leadership role in championing these internally and externally.
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities.
- Proven ability to effectively communicate and negotiate with Aboriginal children and families, demonstrating effective and culturally appropriate interpersonal skills e.g. active listening, empathy in all verbal and non-verbal communications.
- Demonstrated ability to undertake complex work with children and families who have experienced trauma and may present with challenging behaviours, using culturally safe therapeutic approaches to heal and build resilience.
- Demonstrated understanding of child development, attachment, and trauma as they relate to Aboriginal children.
- Understanding of the legislations, policy and practice requirements relating to Aboriginal children, families, and communities
- Experience or detailed understanding of completing investigations, interview strategies and documenting evidence.
- Ability to make assessments, including assessments of risks and the development, implementation, and review of plans for children and young people.
- Proven experience in preparing accurate documents and reports e.g., case notes, incident reports, court reports, that meet audience needs.
- Ability to collaborate with other service providers, stakeholders such as police and courts to achieve outcomes.
- Demonstrated ability to work in a complex, fast paced team, and to demonstrate resilience in managing competing demands. Commitment to self-care and of support of the team.

## EDUCATION/QUALIFICATIONS

### **Mandatory:**

- A recognised Social Work degree or a similar welfare or behavioural related degree which includes:
  - a primary focus on child development, human behaviour, family dynamics and/or impacts of trauma and preferably
  - 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:
  - 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.

**Desired:**

- Experience working in the child, youth and family's sector will be an asset.
- Aboriginal applicants are encouraged to apply.

**POSITION ACCOUNTABILITIES**

**INVESTIGATE REPORTS OF HARM**

Supported by the Team Leader and senior program staff, the Case Manager will:

- Undertake investigations into reports of harm received by child protection about Aboriginal children and young people.
- Conduct outreach visits to family homes and manage conflict when they arise.
- Interview children and families as part of investigation.
- Make assessment if the child or young person is in need of protection.
- Make recommendations based on outcomes of assessments.
- Clearly document all aspects of the investigations including assessments, rationales, and outcomes.

**ENGAGEMENT AND WORKING WITH ABORIGINAL CHILDREN, YOUNG PEOPLE AND FAMILIES**

- If the child or young person is found to be in need of protection the Case Manager will engage the family on a voluntary basis to address the concerns with children, families and community to ensure the child's safety and wellbeing.
- 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.
  - Develop, implement and review case plans and cultural plans to attend to children's safety, wellbeing and long-term stability - drawing upon cultural and healing practices as well as family decision making as part of this process.
- Where the child or young person's safety and wellbeing is unable to be ensured through voluntary engagement with the family, the Case Manager supported by senior staff will take action needed to protect the child or young person. This may include making protection applications, and any other work associated with the application including giving of evidence, preparation of court reports, presenting information and recommendations on decisions and actions in the best interests of the child.



- Continue to provide high quality and culturally appropriate case management services to children on protection orders in line with legislation and VACCA Nugel practice approach.
- 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.

## PATNERSHIPS AND COMMUNICATION

- Engage with and build strong collaborative relationships with Aboriginal children, young people, families, and carers – ensure they understand the VACCA's practices and processes and that they know their rights, 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.

## REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence; a current employment Working with Children Check card and a National Police Check.
- Current COVID-19 vaccinations (minimum three before commencement)

## 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.



## 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.