



## POSITION DESCRIPTION

<b>Position</b>	Manager Investigations	<b>Position Number</b>	TBC
<b>Reports to</b>	Executive Manager, Child Safeguarding and Quality	<b>Direct Reports</b>	Up to 8
<b>Status</b>	Ongoing	<b>Time Fraction</b>	Full time (up to 38 hrs pw)
<b>Award</b>	SCHADS 8	<b>Location</b>	Preston & Hybrid

## OUR VISION

Aboriginal self-determination - Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## POSITION SUMMARY

The Manager Investigations leads a team of specially trained investigators from a variety of backgrounds who are responsible for the investigation and case reviews of allegations, disclosures and complaints of abuse and/or neglect of a child in line with the requirements of: the Commissioner for Children and Young People's (CCYP) Reportable Conduct Scheme (RCS), the Department of Families, Fairness and Housing (DFFH) Critical Incident Management System (CIMS) Social Services Standards (SSS), and Worker Carer Exclusion Scheme (WCES) reporting responsibilities.

The role includes identifying and assisting in appropriate planning for investigations and case reviews such as planning, prioritising, and ensuring relevant reporting timeframes are met to ensure VACCA meets its reporting KPIs.

You will collaborate closely with stakeholders across VACCA including leadership to identify practice themes, compliance issues, emerging risks, and practice improvements to ensure that VACCA is meeting its incident reporting obligations and addressing child safeguarding, safety and the wellbeing of Aboriginal children and young people in our care.

## KEY RELATIONSHIPS

*Internal:* All VACCA employees, carers, clients and volunteers.

*External:* External safeguarding bodies (Department of families, Fairness and Housing (DFFH), Commission for Child and Youth People (CCYP), Social Services Regulator), other government bodies, Aboriginal Community Controlled Organisation (ACCOs), Community Sector Organisations (CSOs), Victoria Police, Sexual offences and child abuse support teams (SOCIT) etc.



## KEY SELECTION CRITERIA

### ESSENTIAL

The successful candidate must be able to demonstrate a high level of competency in the following areas:

- Understanding of, and commitment to, the values that underpin VACCA's vision and purpose, and capacity to take a leadership role in championing these internally and externally.
- 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.
- Experience in working and engaging with Aboriginal families and children/ demonstrated experience in child and family sector/or similar.
- Ability to assess and appropriately respond to child safety and risk concerns for children and young people.
- Knowledge and understanding of DFFH, CCYP and Social Services Regulatory frameworks and incident reporting requirements, relevant legislative and contractual compliance requirements.
- An understanding of the principles of natural justice, the collection and weighing of evidence, investigative techniques including investigating children and procedure fairness.
- Demonstrated experience in leading a program and team while successfully achieving planned program and team goals and outcomes.
- Strong analytical, solution focused approach, high level organisational abilities, interpersonal and communication skills.
- Proven engagement and relationship building skills, with evidence of excellent consultation, communication, interpersonal and dispute resolution skills, showing capacity to work collaboratively with others, negotiate in a diversity of contexts and with staff at all levels.
- Excellent report writing, data collection, tracking and analysis, documentation, administrative and organisational skills, and computer literacy.

### REQUIREMENTS

- Certificate IV in Government (Investigations), or other professional investigation training (i.e. Diploma of Government Investigations, police training, Child Protection) and/or equivalent investigation or child, youth and family or care service experience.
- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working with Children Check card, National Police Check and Right to Work in Australia.
- Current COVID-19 vaccination (minimum two dose and booster shots as applicable).

## POSITION ACCOUNTABILITIES

### KEY RESPONSIBILITIES

- Ensure the teams work schedule covers all activities, is documented, and mapped with clear roles, responsibilities and activities completed in a timely manner and to expected standards consistent with VACCA's Cultural Therapeutic Ways (CTW).



- Ensure all work is carried out in accordance with cultural practice elements to ensure engagement of clients, carers, staff, community, and stakeholders is conducted in a culturally safe way.
- Oversee application methodology to ensure it is evidenced across the investigator group in work assignment, planning, evidence collection, forensic interviewing, analysis and outcome reporting of case reviews/investigations, and evidence that administrative matters are completed and documented.
- Ensure staff are provided with regular wellbeing check ins, supervisory oversight, mentoring in a culturally safe manner and professional development opportunities are discussed.
- Lead the development, implementation and improvement of systems, processes, tools, and supporting documentation and infrastructure to support best practice service provision along the full CIMS pipeline, including ensuring the new CRM is fit-for-purpose.
- Oversee processes to ensure quality assurance in regard to incident report content with client risks assessed and mitigated including follow up to with relevant VACCA programs and external reporting bodies.
- Analyse client incidents and allegations against staff (including carers) to assess and mitigate client risk and identify possible reportable conduct.
- Lead practice consultations and regularly review client incident reports to determine if an investigation is the appropriate response.
- Ensure principles of natural justice and procedural fairness are applied by all investigators, and demonstrate a strong client-centered approach, with a culturally safe and informed focus.
- Responsible for ensuring all investigators show analysis of highly confidential and sensitive information, that privacy principles are maintained, and that evidence collection related to allegations and incident investigations happens in a timely and non-prejudicial manner.
- Lead complex investigations and prepare high quality investigation reports showing objective, considered and coherent analysis of evidence and sound recommendations and including outcome letters and other correspondence.
- As part of reviewing investigators' reports, provide mentoring to build knowledge and skills, by assessing report content and clarity regarding investigation findings considering relevant fact and evidence (on the balance of probabilities), in preparation for Executive Manager and Director sign-off.
- Review all prepared updates and follow up on requests from external safeguarding bodies as required, for review of the Executive Manager and Director.
- Ensure investigations and reportable conduct outcomes are documented and any recommendations and actions completed, feedback provided to those who have reported the incident, and any non-completion/barriers reported to the Executive Manager.
- Establish processes to enable collection and reporting on client incident management performance and workflow trends, and regular and ad hoc reporting to the Executive Manager.
- Undertake key administrative tasks to ensure data reporting from CSQ case reviews/investigations to senior management is accurate and reliable and assists identification of trends and improvement opportunities to mitigate risk and increase client and staff safety.
- Manage the client incident workflow by the team and keep the Executive Manager CSQ informed on status and any emerging risks/issues for improvement.
- Actively participate in relevant meetings and forums.



# VACCA

Connected by culture

## 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 in order to meet the organisation's audit, funding and service 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) Intermediate (Tier 2) level which requires mandated MARAM Family Violence Brief and Intermediate Risk Assessment training and responsibilities.