



## POSITION DESCRIPTION

<b>Position</b>	Case Manager - Family Services		
<b>Reports to</b>	Team Leader	<b>Direct Reports</b>	Nil
<b>Status</b>	Ongoing	<b>Time Fraction</b>	Fulltime
<b>Award</b>	SCHADS Level 4	<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

The Case Manager's 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 Team leader, program manager, program staff, other internal program areas.

*External:* Aboriginal families and community, Child First, Orange Door, DHHS Child Protection, all partner alliance IFS providers, local ACCO's etc

## KEY SELECTION CRITERIA

### ESSENTIAL



**VACCA**  
Connected by culture

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose
- An ability to work in a culturally respectful and competent manner, with Aboriginal young people, their families, and communities, to ensure that cultural connections are fostered and maintained
- A well-developed understanding of the impact of colonisation, intergenerational trauma and other issues on Aboriginal families, children, and young people, particularly those who are involved with Child Protection
- Ability to apply evidence informed practice approaches including Cultural and Common Elements
- Excellent communication, interpersonal and organisational skills including the ability to work independently and within a small team and maintain up to date case notes
- Strong ability to develop trusting relationships with family's and support families, children, and young people to set goals and work towards achieving goals
- Proven experience in working collaboratively with other organisations in partnership to achieve mutually agreed client/community outcomes

## QUALIFICATIONS

- Certificate, Diploma or Degree qualification in Community Services, Social Worker and/or substantial experience in these fields.

## REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.
- Ability to work flexible hours e.g. out of hours and on weekends as required by the role.

## POSITION ACCOUNTABILITIES

- Undertake assertive outreach and employ active engagement strategies to support parents to sustain their participation with the program, including facilitating or co-facilitating group programs in response to the needs of families
- Work with parents to build strengths and skills in various areas including antenatal care, child development, parenting, safety and financial literacy
- Utilising a range of such as coaching, role modelling, mentoring, observation, feedback and self-reflection techniques
- Provide families with information and cultural resources to maximise the opportunities available to participate in Community events and activities to strengthen their cultural connections
- Conduct ongoing assessments of safety, identifying potential harm and protective factors, and where appropriate, implement safety/wellbeing strategies and assist families to shift towards strength, hope and resilience



- Gain feedback from families, respond and adapt to emerging needs, while always ensuring that the families voice is consistently heard in the delivery of services
- Empower families to share their stories through culturally sensitive engagement, through tools such as Footsteps to Our Future, and Child and Family Summaries, and involving them in decision-making at every phase
- Ensure cultural safety and enable healing in spaces that families are most comfortable in, such as in their homes, on Country and in their local communities
- Engage and work with children in a trauma informed way, incorporate play and cultural activities, model respectful relationships
- Plan and lead family and care team meetings and monitor progress against goals. Proactively engage and build relationships across VACCA and with external stakeholders
- Participate in regular supervision with line Manager

## 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.