



POSITION DESCRIPTION

Position	Team Leader – Family Services	Position Number	WAN 123
Reports to	Family Service Program Manager	Direct Reports	Up to 6
Status	Ongoing	Time Fraction	Full Time
Award	SCHADS 6	Location	Ovens Murray

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

POSITION SUMMARY

This position is responsible for overseeing the day-to-day management of the Family Services Team in the Ovens Murray region and to guide, coach, supervise and support case manager in the delivery of services in a culturally appropriate and trauma informed engagement, information gathering and planning processes.

The team leaders have a key role in providing culturally safe support, guidance and mentoring to case managers in the program. It is the team leader's responsibility to advocate for decisions that are in the best interests of the child, ensuring a strong focus on connections of families to culture, kin, country and community.

The role entails some after hours and weekend work as required.

KEY RELATIONSHIPS

Internal: All client support services including Lakidjeka Aboriginal Specialist Support and Advice Service (ACSASS), Aboriginal Children's Healing Team, Family Services, Family Violence therapeutic supports (counselling and groups), Playgroups, ALFDM, Emergency Relief, etc.

External: Aboriginal families and community, Child Protection and Child Protection Navigator, Aboriginal organisations, Community Service organisations, health and housing services, childcare, kinder, primary and secondary schools, family violence services,



counselling services, emergency relief services, Orange Door (Hub), other community service agencies, etc

KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose.
- Demonstrated awareness and appreciation of Aboriginal societies and culture and key issues which impact Aboriginal communities with a commitment to build upon knowledge.
- Demonstrated experience in working and engaging with Aboriginal families and children and experience working with children on statutory orders.
- Demonstrated commitment to working collaboratively, with proven capacity to negotiate and liaise with Government Departments, Aboriginal services, and other mainstream agencies.
- Experience in working within a variety of frameworks and models; trauma informed practice, critical reflective practice, cultural imbedded frameworks, best interests of the child, child centred practice, case management principles.
- Ability to time manage, prioritises work and delegate appropriately, while demonstrating an understanding of the competing demands and stakeholder priorities.
- Demonstrated communication skills, that are clear, culturally appropriate, respectful and provide consistent messages to staff, clients, community members and stakeholders.
- Ability to problem solve, manages risks, and recommends improvements.
- Demonstrated ability to provide positive leadership and supervision within a complex service delivery environment, with a focus on support, accountability and ensuring a culture that aligns with VACCA's values.
- Experience with reviewing program documents e.g. assessments (Yinga) , care plans (Footsteps to our future), MARAMS, and Case notes) completed by case managers and ensuring all documents meet audit standard requirements.
- Ability to oversee complex casework with families and children who have experienced trauma and may present with challenging behaviours, including using culturally safe therapeutic approaches to heal and build resilience.

DESIRABLE

- Experience in a relevant field that supports an understanding of child development.
- Leadership and management experience in service implementation, reporting, managing brokerage, coaching, mentoring, and supporting professional development for case managers.

REQUIREMENTS



- A Tertiary qualification in the field of social work, youth work, psychology or community services and extensive relevant experience, or a combination of experience, expertise and competence sufficient to perform the duties required.
- Minimum 3 years of experience
- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working With Children Check card and a clear National Police Check
- Current COVID-19 vaccination (including booster dose, as applicable)

POSITION ACCOUNTABILITIES

KEY RESPONSIBILITIES

- Oversee the daily operation of the Ovens Murray Region Family Services program and effectively lead the provision of interventions, transition planning, and risk management for young people with complex needs.
- Ensure that any actions or decisions made are in the best interests of the child, and that families receive a service that is culturally responsive, strengths based, and evidence and trauma informed.
- Conduct ongoing risk assessments, identifying potential for harm and protective factors, and where appropriate, implement risk management strategies.
- Ensure culture is at the centre of practice and that young people are supported to connect with their culture and community.
- Ensure management and supervision of case managers and case workers.
- Support staff following critical incidents.
- Assist with the recruitment and orientation of new staff as required.
- Liaise with Program Manager regarding any significant practice issues or potential disciplinary matters relating to staff.
- Manage client case load in absence of staff members.
- Be fully aware of and ensure compliance with responsibilities and requirements of the OH&S legislation, regulations and policy and procedures as they relate to work at the Morwell VACCA office.
- Report to Program Manager all hazards, incidents and injuries in accordance with the legislation and DHHS reporting requirements.

ADMINISTRATIVE

- Contribute to the collection and reporting of data, prepare reports, and contribute to the organisation's strategic direction, quality systems and practice.
- To ensure that data is collated, recorded and monitored for the Family Services program as required by the Department of Health and Human Services
- Conduct file and case note audits.
- Check all court reports and case plan reports for all cases before they are submitted.
- Provision of regular written reports to the Program Manager including performance and statistical data



- Ensure awareness and compliance by self and staff to Client Services policies.

RELATIONSHIP MANAGEMENT

- Establish and maintain positive and effective working relationships with children, parents (including fathers), extended family and the Aboriginal Community.
- Consult, network, negotiate and liaise with government and non-government sector agencies and community groups on a range of issues that contribute to 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.

OTHER

- Participate proactively in team project initiatives.
- Support the second Team Leader and 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 2 level which requires mandated MARAM Family Violence Screening & Identification training and VACCA MARAM Identification responsibilities.