



POSITION DESCRIPTION

Position	Case Manager Family Services		
Position Number	TBC	Reports to	Team Leader – Family Services
Direct Reports	Nil	Status	Fixed Term 30 June 2026
Time Fraction	Full time	Location	Chirnside Park
Award	SCHADS Level 4		

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe, and thriving Aboriginal communities.

POSITION SUMMARY

The Case Manager 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. Family Services offers a range of support program including General Family Services, Intensive family services and Aboriginal Family Preservation and Reunification Response.

KEY RELATIONSHIPS

Internal: VACCA staff and community, including all client support services

External: Aboriginal families and community, Child Protection and Child Protection Navigator, Government departments and services, childcare and schools, Aboriginal Community Controlled Organisations (ACCO's), other community service organisations and agencies.



KEY SELECTION CRITERIA

ESSENTIAL

To be successful in this role you will be able to demonstrate:

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' 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.
- Demonstrated experience in working and engaging with Aboriginal families and children.
- Demonstrated experience in child and family sector.
- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and the capacity to take a leadership role in championing these internally and externally.
- Good knowledge of the Family Violence and Child Protection sectors
- Ability to effectively engage and support families on agreed goals and tasks in a timely manner using strengths-based, culturally appropriate and trauma informed approaches.
- Demonstrated ability to complete comprehensive assessments to determine needs for families and able to formulate interventions to respond to the needs.
- Demonstrated skill to identify goals and create a plan to respond to these in a timely manner, including experience to respond crisis situations effectively.
- Demonstrated skill and ability to review assessment reports, safety plans and goal plans as required.
- Demonstrated ability to preparation accurate documents and reports e.g., case notes, incident reports, court reports, assessment report.
- Demonstrated ability to have clear, culturally appropriate, and respectful communication skill with individuals, families, and professionals.

QUALIFICATIONS

- A preferred 1 year of work experience in relevant industry.
- Qualifications in relevant diploma, degree, or equivalent such as Social Work or Community Services field.

REQUIREMENTS

- Current employment Working with Children Check Card
- Obtain a clear outcome of a Police Check
- You must hold and continue to hold a full Australian Driver's Licence
- Ability to work outside of standard work hours such as weekends (as required)

DESIRABLE



- Experience working in an ACCO and/or in outreach case management supports.

POSITION ACCOUNTABILITIES

The Case Manager responsibilities include:

- Delivering an innovative, intensive practical outreach family support service to children or young people and their families using creative, evidence-based intervention techniques.
- Coordinating the life of the case management support to families they are allocated including;
 - Proactively engaging Aboriginal children and their families through an intensive therapeutic, evidence-informed approach
 - Completing comprehensive assessments, including the MARAM to assess support needs, and responding to these effectively and in a timely manner.
 - Formulating care plans with families and responding to these in a timely manner.
 - Delivering culturally appropriate and trauma informed strategies and theories in all areas of case practice with a focus on healing.
 - Delivering practical, emotional support, advocacy, coaching, skill-building, and access to needed supports as needed.
 - Completing all reporting requirements, such as case notes, assessments, closure reports, incident reports and all other reported as required.
- Coordinating of care team meetings with all stakeholders involved with each of the families they are supporting.
- Work in a collaborative manner with professionals internally and externally in a professional and ethical manner.
- Working as part of a multidisciplinary team and proactively share individual skills and knowledge.
- always Representing VACCA professionally and ethically.
- Understanding all relevant policies and legislation within the role and employment.
- Proactively participating in scheduled supervision and following guidance from these reflective discussion with their team leader.
- Ensuring that all client files on CSNet are update and meet audit standards.
- Actively participate in team and office meetings as required.

OTHER

- Service delivery will comply with DHHS Covid-19 restrictions and will be delivered safely in line with VACCA's Covid-19 safe service delivery approach which includes reduced or limited in home support and phone and video conferencing options.



VACCA
Connected by culture

- All staff employed within Family Services teams will be required to participate in training to understand and apply evidence informed practice approaches including Aboriginal Practice Modules and Common Elements.

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.