



POSITION DESCRIPTION

Position	Nugel Team Leader	Position Number	P10147
Reports to	Senior Program Manager	Direct Reports	3 – 5 Case Managers
Status	Ongoing	Time Fraction	Full time (38 hrs pw)
Award	Nugel 6	Location	Dandenong

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

POSITION SUMMARY

Reporting to the Nugel Senior Program Manager, the Nugel Team Leader, will play a key leadership role in working with Aboriginal children and families, and Government and sector partners to strive for better outcomes for children and to build the capacity of families so that children can remain at home safely, or can be transitioned home.

Nugel implements Section 18 of the Child Youth and Families Act (CYFA) which transfers responsibility for decision making and direct work with Aboriginal children and their families from Department of Families Fairness and Housing (DFFH) Child Protection to VACCA.

Key to transforming the way child protection is delivered, is implementing Nugel's unique practice approach which is based on Cultural Therapeutic Ways; a whole of agency approach that places culture at the centre and integrates this with theories of self-determination and trauma. The Team Leader is central to ensuring that this approach is delivered by staff they manage.

The position will actively contribute to the development of internal and state-wide policies, procedures and protocols relating to the Nugel program.

KEY RELATIONSHIPS

Internal: CEO, Strategy and Services, Executive Directors, Southern Managers, VACCA Senior Managers, Corporate Services

External: DFFH, Government Bodies/sector, ACCO's, Aboriginal Communities



KEY SELECTION CRITERIA

ESSENTIAL

- 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 a commitment to continually building knowledge, along with a high level of awareness of the key issues which impact upon Aboriginal communities.
- Demonstrated ability to undertake complex casework with children who have experienced trauma and may present with challenging behaviours, including using culturally safe therapeutic approaches to heal and build resilience.
- Demonstrated understanding of child development, attachment, and trauma as they relate to Aboriginal children.
- A proven ability to develop, manage and lead a team in quality casework practice, with a demonstrated capacity to:
 - Work successfully with Aboriginal children, young people and their families.
 - Assess and manage risk for highly vulnerable children and families.
 - Develop innovative strategies and make decisions in the best interest of the child.
 - Effectively manage conflict.
 - Engage and negotiate with key stakeholders.
 - Assess staff competencies and needs and provide critically reflective supervision.
 - Critically review service data and outcomes
 - Consistently meet programs objectives and service targets.
- Capacity to guide staff to foster Aboriginal children and family's connection with their culture, community, and cultural events.
- Ability to monitor continuous quality improvement and report on compliance with standards.
- Highly developed organisational abilities, interpersonal and communication skills including the capacity to negotiate and work effectively with a range of individuals and agencies so that program objectives are achieved.
- Demonstrated resilience in being able to work in high pressure environments and the ability to support and develop staff in this context.
- High level written and computer skills, with the ability to prepare and review reports (including court reports) and maintain client records to a high standard.
- Ability to work flexible hours and participate in an on-call roster.
- Ability to use self-care strategies, reflect on own behaviour, manage emotions, and remain calm.
- Self-motivated learner and fosters staff engagement in professional development.

EDUCATION/QUALIFICATIONS

- Minimum of 3 years' experience working in the child, youth, and family's sector.
- Minimum Diploma of Community Services.



- Experience in managing a team is desirable.

REQUIREMENTS

- 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

The Team Leader for the Nugel program will provide supervision to a team of Case Managers, ensuring that a quality and timely service is provided to 36 Aboriginal children and their families/carers. In addition, they may be required to carry a small caseload.

MANAGEMENT

- Provision of high-quality supervision of case managers.
- Ensure Aboriginal culture is embedded in all aspects of the program.
- Ensure awareness and compliance (self and staff) to relevant legislation, policy, and procedure.
- Chair and facilitate meetings as necessary (team meetings, care team meetings, inter and intra agency meetings).
- Data collection and monitoring of case managers' compliance with standards and legislation and the timely reporting of this information as requested.
- Actively participate in the development and implementation of programmatic changes.
- Ongoing management of recruitment requirements in relation to the Nugel program.
- Contribute to orientation, design, and delivery of training for Nugel Program staff.
- Ability to lead a team and aspire to service excellence within an Aboriginal organisational context.

ENGAGEMENT AND WORKING WITH ABORIGINAL CHILDREN, YOUNG PEOPLE AND FAMILIES

- Ability to use engagement skills to establish and maintain effective working relationships with children, young people, their families, and carers.
- Have a sound knowledge of child development and the impact that abuse and trauma can have on building relationships.
- Have a sound knowledge of the ongoing impact of past policies and practices relating to Aboriginal families.
- Have a sound understanding of cultural support planning and how this process supports children and young people at different stages of their cultural journey.
- Willingness to use creativity and a variety of tools and resources to ensure that children and young people understand their rights and actively participate in decisions made about their future.
- Ability to foster connections for children and young people with wider family and community networks, some of whom they may have been disconnected with for long periods of time.



CASE MANAGEMENT AND CASE PLANNING

- Conduct case management and case planning, pursuant to the Children, Youth and Families Act (2005) and VACCA specific requirements on behalf of 36 children and young people in the programs.
- Demonstrate best practice in culturally appropriate assessments, case planning and case management, including court work, in accordance with the program requirements and internal VACCA program manuals.
- Understand and follow policy in managing serious/complex case issues, critical incidents, worker safety issues and quality of care concerns.
- Prepare and review under the guidance of the program manager, high quality court reports, present information, and make recommendations to the Children's Court, other relevant courts and tribunal processes on decisions and actions in the best interests of the child.
- Represent children, young people, families and VACCA in the Victorian Children's Court. Representation may include giving evidence to the court under cross examination.
- Develop and review case plans for children in the program, including managing family decision making processes and participating in family decision making meetings, as required.
- Understand and incorporate cultural and healing approaches, within casework and case planning procedures and practice.
- 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.

PARTNERSHIPS AND COMMUNICATION

- Able to explain statutory powers to children and families sensitively and guide staff to sensitively discuss the role of Nugel to children and families.
- Guide staff to negotiate and diffuse conflictual situations and in having difficult conversations with children and families.
- Build strong partnerships between the Nugel Program and related VACCA programs and the Aboriginal community, to streamline service delivery and effectiveness for children and families.
- Ability to work collaboratively with VACCAs In House Legal Service.
- Able to provide information to Aboriginal children, families, carers and other VACCA staff about the practices and processes of program initiatives.
- Work collaboratively with children, their families, carers, and key service providers to deliver improved outcomes to Aboriginal children, families and carers.
- Capacity to promote the program and contribute to the development/and provide information and presentations on the Nugel program to a range of external stakeholders including all DHHF divisions, Aboriginal organisations, and community service providers.
- Contribute to the development of accessible information to Aboriginal children, families, carers, other VACCA staff and other service providers about the practices and processes of the Nugel program.

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

- Aboriginal and Torres Strait Islander people are strongly encouraged to apply.
- Demonstrate a good understanding of data collection systems and the effective implementation and monitoring of these.
- Generate general and specific communication to stakeholders via effective and timely use of Staff Bulletin, intranet, forums and other opportunities as they arise.
- Participate proactively in team project initiatives.
- Support other team members in periods of high demand and during periods of absence.
- Ability to work flexible hours and participate in an on-call roster.
- Undertake other duties as directed.
- Knowledge or understanding of s18 of the Child, Youth and Families Act (CYFA) (2005) is desirable.

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 VACCA MARAM Identification responsibilities.