



## POSITION DESCRIPTION

<b>Position</b>	IFS Case Manager- Family Services		
<b>Reports to</b>	Team Leader, Family Services		
<b>Position Number</b>	TBC	<b>Direct Reports</b>	Nil
<b>Status</b>	Full time	<b>Time Fraction</b>	38 hours per week
<b>Award</b>	SCHADS 4	<b>Location</b>	Frankston

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe, and thriving Aboriginal communities.

## POSITION SUMMARY

The Family Services Case Manager will work within the Family Services team to support Aboriginal people and their families who are referred to the Family Services program through several referral pathways, including self-referrals and/or from other community agencies.

The Case Manager's role is to create a culturally connected and nurturing environment for families, ensuring Aboriginal culture is integrated into the program. They provide timely and effective family support services, including home visits on a weekly or fortnightly basis, to strengthen parenting skills. Additionally, they identify cultural needs and offer information about community activities, facilitating family reconnection, when necessary, through referrals to relevant services.

## KEY RELATIONSHIPS

*Internal:* Team Leader, Program Manager, Program Staff, other Internal Program Areas and VACCA staff

*External:* DHHS Community Protection, all partner alliance IFS providers, Maternal & Child Health, Education, Housing, Mental Health Teams, local ACCO's etc

## KEY SELECTION CRITERIA

### ESSENTIAL

To be successful in this role you will demonstrate:



- A commitment and understanding for the values that underpin VACCA' vision and purpose.
- An 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.
- Ability to engage and work with families on agreed goals and tasks using a strengths-based approach.
- Time management and using tools effectively to assist with planning and organising even when faced with changing priorities.
- Clear, culturally appropriate, and respectful communication, ensuring consistent messages to clients and community members and other staff.
- Preparation accurate documents and reports e.g. case notes, incident reports, court reports, work report that meet audience needs
- Actively listening, facilitates the resolution of clients' and colleagues' problems in culturally respectful ways.
- Effective and culturally appropriate interpersonal skills e.g. active listening, empathy in all verbal and non-verbal communications.
- Identification of risks in case management/ work practice and implements procedures to minimise/ eliminate negative outcomes and improve practice knowledge.

## REQUIREMENTS

- Qualifications in relevant diploma, degree, or equivalent such as Social Work
- Work experience in similar role and/or industry desirable but not required.
- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.

## POSITION ACCOUNTABILITIES

- Provide a comprehensive family support service to Aboriginal children and families.
- Conducting home visits at various times of the day, which may include assisting in establishing morning and bedtime routines.
- Offering parenting advice and support.
- Facilitating referrals and advocacy concerning housing, income security, and related matters.
- Connecting families with other necessary services as needed.
- Collaborate with families to identify their goals, formulate plans to address and fulfill their needs, and regularly monitor and review care plans to assist families in achieving their objectives.
- Offer guidance, support, education, and counselling to families on various topics, including child development, behaviour management, routines, parenting, financial management, and household management.
- Develop and maintain relationships with appropriate Aboriginal agencies, government bodies, and community service organizations to enhance support services.
- Produce formal written assessments and reports on families when required.
- Maintain up-to-date written records and compile statistics on all casework activities.
- Actively participate in training sessions, team meetings, Case Plan Meetings, and other relevant meetings as directed.



**VACCA**  
Connected by culture

- Engage regularly in supervision sessions to enhance performance and professional development.
- Contribute to group work initiatives to support families effectively.
- Collaborate seamlessly with all Early Intervention & Family Support Programs and other VACCA programs.
- Fulfill other duties in line with delivering an integrated model of family support services.

## 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.