



POSITION DESCRIPTION

Position	Nugel Senior Program Manager	Position Number	Mor128
Reports to	Executive Manager	Direct Reports	Up to 6 reports
Status	Ongoing	Time Fraction	Full time (38 hrs pw)
Award	Nugel 7	Location	Morwell

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

POSITION SUMMARY

The Nugel Senior Program Manager will be based at the VACCA Morwell Office and support the implementation and management of the Nugel program within the Gippsland region.

The position will have senior responsibility for building the Nugel program, utilising the frameworks and knowledge developed through VACCA's existing Nugel program which has been running in the Northern region since 2017. This newly developed position will play a key leadership role in working with Aboriginal children and families, 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.

The position will actively contribute to the development of internal and state-wide policies, procedures and protocols relating to the Aboriginal Children in Aboriginal Care (ACAC) program. This includes all associated program development and service administration functions including: the implementation and monitoring of data systems for all programs, the coordination of staff training needs, and monitoring quality, finance, and business systems. This role will be part of the senior management group.

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 Senior

Program Manager is central to ensuring that this approach is delivered consistently across the program.

KEY RELATIONSHIPS

Internal: CEO, Strategy and Services, Executive Directors, Gippsland 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, including an understanding of intergenerational trauma, 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 promote excellence in service delivery programs.
- High level capacity to implement key VACCA frameworks such as Cultural Therapeutic Ways, Nugel's practice approach, related procedures and understanding the centrality of culture in supporting children and families to thrive.
- Demonstrated experience in working and engaging with vulnerable Aboriginal families and children, especially in the child and family sector, and particularly those involved with the Child Protection system, including an appreciation of systemic racism and unconscious bias.
- Sound knowledge of the statutory child protection service system and sound knowledge of relevant child protection legislation.
- Demonstrated experience in leadership positions and the management, professional supervision, and development of a team of direct service delivery staff, including capacity to foster critical thinking.
- Provision of high-level strategic advice on relevant policy, program development and service design as it pertains to Nugel.
- High level capacity to implement systems, including data systems, that contribute to program evaluation and service improvements.
- Demonstrated awareness of the unique nature of the Nugel Program and associated organisational risks and challenges and ability to implement organizational and program risks mitigation strategies.
- Proven track record in problem solving, ability to manage multiple priorities, good decision making and development of innovative strategies in complex cases within complex service systems.



- Highly developed communication and interpersonal skills, including ability to undertake complex negotiations, manage conflictual situations and proven ability to effectively communicate with Aboriginal children, families, carers, and staff and other service providers.
- Able to assess and undertake risk assessments, LAC assessments and assessments that support children's development, including their cultural development.
- Able to advocate on behalf of Aboriginal children and families.
- Well-developed written and computer skills including understanding and management of relevant data systems and have the ability to develop and review Nugel presentations and reports and prepare briefings with clear well-reasoned recommendations.
- Highly developed organisational skills.
- Sound knowledge of continuous quality improvement processes and capacity to implement service enhancements.

DESIRABLE

- Previous experience in child and family Service.
- Experience in working in Aboriginal community agencies.

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's license.
- A current employment Working with Childrens check card.
- National police check.
- Tertiary qualifications in the field of social work, psychology or community services.
- Current COVID-19 vaccination (including booster dose, as applicable).

POSITION ACCOUNTABILITIES

LEADERSHIP AND MANAGEMENT

- Contribute to development and implementation of the VACCA Nugel Program, including a comprehensive service delivery framework inclusive of legislated requirements, quality standards, program procedures, and an Aboriginal practice approach.
- Effectively manage and provide strong leadership to VACCA's Nugel Program team.
- Manage the day to day delivery of services required by children and young people in the Nugel Program.
- Establish and maintain effective working relationships with VACCA client services, DFFH and other key stakeholders.
- Participate in evaluation of the Nugel program and lead ongoing program and practice development and continuous improvement.
- Monitor Nugel Program performance against agreed indicators.
- Capacity to engage staff to critically reflect on program aims and processes to enhance practice.



CASE MANAGEMENT AND CASE PLANNING

- Exercise a wide range of legal delegations pursuant to the Children, Youth and Families Act 2005 and VACCA specific delegations on behalf of children and young people in the Nugel Program.
- Demonstrate best practice and guide staff in culturally appropriate assessments, case planning and case management, including court work, in accordance with the agreed Nugel Program service delivery framework.
- Take a lead role in managing serious/complex case issues, critical incidents, worker safety issues and quality of care concerns and provide timely and expert advice to senior managers including the CEO/Principal Officer about these issues.
- Prepare reports, present information, and make recommendations to the Children's Court and other relevant courts and tribunal processes on decisions and actions in the best interests of the child, and support Nugel Program staff in all aspects of court work.
- Develop and review case plans for children in the program, including managing family decision making processes and chairing family decision making meetings, as required.
- Demonstrate capacity to role model undertaking complex negotiations and having difficult conversations.
- Develop new ideas and approaches to incorporating cultural and healing approaches, within casework and case planning procedures and practice.
- Ensure all client records and plans are up to date and that the Client Relationship Information System (CRIS) is used for recording, analysing, and reviewing client information.

STAFF SELECTION, TRAINING AND SUPERVISION

- Ongoing management of the recruitment requirements in relation to the Nugel program.
- Contribute to orientation, design, and delivery of training for Nugel Program staff.
- Supervise team leaders (and caseworkers as required) in accordance with VACCA's supervision standards, and the agreed Nugel service delivery framework.
- Support Nugel staff in all aspects of Children's Court work.

PARTNERSHIP AND COMMUNICATION

- Build strong partnerships between the Nugel Program, related VACCA programs, and the Aboriginal community, to streamline service delivery and effectiveness for children and families.
- Capacity to promote the program, contribute to the development of, and provide information and presentations on the Nugel program to a range of external stakeholders including all DFFH divisions, Aboriginal organisations, and community service providers.
- Develop and provide accessible information to Aboriginal children, families, carers, other VACCA staff and other service providers about the practices and processes of the Nugel program.
- Work collaboratively with children, their families, carers, and key service providers, including DFFH, to ensure appropriate and coordinated service delivery to Aboriginal children, families and carers.



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 coordinate a range of programmatic data requirements, including the ability to coordinate the financial, business and quality systems for programs and ensure the effective implementation and monitoring of these.
- Ability to work flexible hours and participate in an on-call roster.
- 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.