

POSITION DESCRIPTION

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| Position | Program Manager, Ngarra Jarra Noun (Redress Support Service) |
| Reports to | Executive Manager – Statewide Programs |
| Direct Reports | 4 Ngarra Jarra Noun Support Workers |
| Status | Full time (38 hrs) Possibility of (0.8) if preferred |
| Location | Bundoora |

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 600 staff and delivers more than 70 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing.

Central to VACCA's work is the importance of connection to family, community and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA will play a key role in the process of transitioning the care and case management of Aboriginal children from government and non-Aboriginal organisations to Aboriginal community-controlled organisations following the recent decision of the Victorian Government.

VACCA is implementing cultural therapeutic ways which is an agency wide framework that underpins our work with the community, our clients and staff

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

PROGRAM AREA

Following a key recommendation of the Royal Commission into Institutional Responses to Child Sexual Abuse as of July 1, 2018 survivors of institutional child sexual abuse can apply for redress through the National Redress Scheme (NRS). Ngarra Jarra Noun, (VACCA Redress Support Service) provides advocacy and support services to Aboriginal people who are interested in seeking redress through the National Redress Scheme. We work with individuals across Victoria, including those in Victorian prisons. We provide individual support and assistance to our clients, including making referrals for counselling and case management services where required.

POSITION SUMMARY

The position will provide leadership, direction, and support to all staff employed by the program. This includes ensuring all staff is provided with appropriate training opportunities to enhance their capacity to provide a quality service. The position is responsible for all aspects of Ngarra Jarra Noun, including continued advocacy with governments to ensure continuous improvement to the structure of the NRS and that the needs of Aboriginal applicants are responded to in a culturally informed and sensitive manner.

KEY RELATIONSHIPS

Internal: VACCA leadership group, particularly regarding key recommendations of the Royal Commission Into Institutional Responses to Child Sexual Abuse and the requirement of VACCA to be a lead organisation in responding to and implementing these recommendations in a timely manner.

VACCA's Link Up Program has a number of mutual clients and so effective communication with the Link Up service is important for our clients wellbeing.

Corporate Services are another key relationship for this position.

External: Commonwealth Departments of Social Services and Human Services who are responsible for the NRS and the state Department of Health and Human Services are key stakeholders in the provision of the Ngarra Jarra Noun Service. Additionally all the Bringing Them Home and Social and Emotional Wellbeing workers across Victoria and Aboriginal organisations including VACCHO, VAHS, VALS and all Aboriginal Cooperatives across Victoria.

KnowMore Legal Service and all other Redress Support Services operating in Victoria.

KEY SELECTION CRITERIA

KNOWLEDGE, SKILLS AND EXPERIENCE

- 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, particularly Stolen Generations and trauma related to this cohort
- Highly developed communication and interpersonal skills, including proven ability to effectively communicate with Aboriginal people who have experienced childhood sexual abuse and suffer from complex trauma.
- Creates and manages a culturally respectful working environment which supports effective working relationships within and across teams
- Implements policies and procedures which protect client/ community member confidentiality, dignity and rights
- Articulates clear, assertive and persuasive messages about key issues when advocating or negotiating for clients/community and on behalf of the organisation
- Develops team and staff work plans which incorporate clear targets and goals linked to organisational strategic and operational plans
- Implements organisational policies and procedures for managing conflict and disputes and is actively involved in problem solving and conflict resolution in a culturally respectful way
- Prepares accurate documents including tenders, submissions, case notes and reports that meet audience needs
- Manages own and others' work practices to comply with relevant legislative requirements

PERSONAL QUALITIES

- Strong leadership
- Able to apply Aboriginal approaches and understandings to practice.
- Acts with integrity
- Able to build relationships, foster teams, promote collaboration
- Creative approach to work
- Able to work under pressure and to timelines
- Flexible and open to new ideas and approaches
- Strong social justice principles
- Committed to own professional development.

QUALIFICATIONS

- A minimum Diploma of Community Services or equivalent is required (or evidence of working toward this)

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card and police check.

POSITION ACCOUNTABILITIES

LEADERSHIP AND MANAGEMENT

- Continue the implementation of the Ngarra Jarra Noun service including finalisation of the manual and communication strategy.
- Providing regular Program reports and reviews as directed.
- Ensuring that data collection and monitoring systems are adequate and operating effectively.
- Ensuring that data reporting and compliance requirements are met.
- Manage the Program Budget in consultation with VACCA Finance Manager
- Effectively manage and provide strong leadership to the Ngarra Jarra Noun team.
- Manage the day to day delivery of services required by clients of Ngarra Jarra Noun
- Maintain effective working relationships with Link Up Victoria, Connecting Home, DSS, DHS, DHHS and other key stakeholders
- Participate in evaluation of the Ngarra Jarra Noun program and lead ongoing program and practice development and continuous improvement.
- Contribute to the RESTORE consortia and ensure counselling services are inclusive of Aboriginal client needs.

STAFF SELECTION, TRAINING AND SUPERVISION

- Supervise Ngarra Jarra Noun team members and ensure both client and worker wellbeing is considered in allocations and managing caseloads.
- Ensure appropriate and relevant training opportunities are available to Ngarra Jarra Noun staff.

PARTNERSHIPS AND COMMUNICATION

- Build strong partnerships between Ngarra Jarra Noun and related VACCA programs and the Aboriginal community, to streamline service delivery and effectiveness for those accessing the NRS.
- Ensure the provision of information on Ngarra Jarra Noun is distributed to a range of external stakeholders including all, Aboriginal organisations and mainstream NRS Support Services.
- Update communications when required and redistribute across the state.

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 in order 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.