



POSITION DESCRIPTION

Position	Process Analyst - Case Management System, Outcomes and Evaluation
Reports to	Senior Program Manager – Case Management System
Direct Reports	None
Status	2 Roles - 1 Full Time and 1 Fixed Term (12 months)
Location	Based at Bell St Preston office.

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

The Division of Client Services Practice and Development has responsibility for Quality, Practice Leadership, Training, Research and Development, Policy and Business Development, in house Legal Counsel, and Foster Care Recruitment.

The Division works closely with operational Directors and Executive Managers across VACCA to build capability and the capacity of the workforce in meeting the needs of Aboriginal children, families and community members.

The Outcomes and Evaluation Team sits within this division and is responsible for supporting the planning, implementation, learning /evaluating and adapting programs and practice. A key focus is measuring outcomes of the different programs that VACCA delivers to ensure we are providing quality services for the community. An important part of this work is the implementation of a new electronic case management database system.

POSITION SUMMARY

The Case Management System Team sits within the Outcomes and Evaluation Team and is responsible for building an Aboriginal evidence base via VACCA's electronic case management system (CSnet) which is currently being implemented across VACCA. The system will centrally manage all information relevant to the children and families with whom VACCA interacts in delivering over 50 programs. The system embeds an evidence base integral to VACCA's data sovereignty as well as cultural and practice elements relevant to our role as an ACCO. The database is outcomes focused and will improve case management processes for staff whilst streamlining data collection, monitoring, evaluation, archiving and reporting across VACCA.

The VACCA Process Analyst/s will work with relevant program staff to lead the implementation of the CSnet database across VACCA for both new and existing programs.

The VACCA Process Analyst position will be employed under the general terms and conditions of VACCA staff. All staff are required to comply with the VACCA Code of Practice.

KEY RELATIONSHIPS

Internal: Service Delivery and Administrative staff, Outcomes and Evaluation staff, CTW staff, Client Services managers, Executive Managers, Program Managers and Team Leaders.

External: CSNet developers and other Community Services Organisations

KEY SELECTION CRITERIA

The successful applicant will demonstrate the following:

- 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.
- A technical background with proven experience in one or more of the following:
 - End-to-end project management implementation of a system: from initiation to post go-live
 - Requirements gathering, process analysis and specification.
 - Data migration
 - Configuration
 - Testing
 - Training support and maintenance
- Excellent written, verbal and interpersonal communication skills evidenced by demonstrated experience in one or more of the following:
 - Development of strong relational rapport, trust & relationship building
 - Facilitation of workshops
 - Running group training sessions
 - Creating training materials
 - Administration of training & testing tasks
- Strong attention to detail and problem-solving skills.

REQUIREMENTS

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

POSITION ACCOUNTABILITIES

The VACCA Process Analyst will be required to undertake the following tasks as directed:

- Lead the implementation and configuration of VACCA programs and processes into CSnet.
- Build effective relationships to liaise with program staff and gather program requirements.
- Analyze current procedures and create a plan to ensure all requirements are met in CSnet.
- Manage the migration of program data into CSnet as well as program specific integrations.
- Test new program builds and features.
- Develop, design and deliver CSnet training materials and workshops.
- Working within the Cultural Therapeutic Ways (CTW) team, ensure cultural practice and monitoring and evaluation requirements are built into each program.
- Provide support for data cleansing tasks with assistance from relevant program staff and data champions.
- Support the design and configuration of reporting requirements.
- Participate in team meetings, training and other relevant forums as required

HEALTH, SAFETY & WELLBEING



VACCA
Connected by culture

- 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