

POSITION DESCRIPTION

Position	Systems Integrations Co-ordinator
Reports to	Executive Manager Continuous Quality Improvement
Direct Reports	TBC
Status	Full time (38 hrs per week)
Location	Head Office - Preston

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

VACCA's Client Services are delivered in VACCA offices across the state. These programs are subject to accreditation processes that are set by various Governments. There is significant reform in many areas for VACCAs service delivery such as in the child and family welfare sector and in the area of family violence and youth justice to mention a few.

Each Area is headed by an Executive Manager who is responsible in meeting performance targets and delivering services that meet the needs of Aboriginal children, youth, families and vulnerable adults. Under VACCA's Client Services, the Continuous Quality Improvement Team (CQI) plays a critical role in giving assurance to VACCA's Leadership Group and Board that the right things are being done, in the right way and at the right time to progress VACCA's vision.

The System Integration roles will focus on creating a link between CQI and Regional Offices to have up to date and reliable data for all the organisation. They'll do this by assessing how organisational processes and systems are being managed, and assessing compliance with legislative, regulatory and contractual obligations, and service and quality standards. These foundational elements are important for quality accreditation, service delivery registration and the efficient and effective delivery of services, and to support VACCA's attainment of its strategic objectives.

In helping VACCA staff reduce or prevent harm and keep clients, staff and VACCA safe, the Continuous Quality Improvement team develops a joint program with client services of quality improvement priorities. It manages a schedule of work activities of audit processes, data analysis, interrogation and reporting on feedback and bring-up mechanisms, tracking issues such as breaches, quality improvement initiatives, evaluating results and making recommendations for improvement, and reporting to relevant parties.

This program area is a strategic, support service Unit and has no direct responsibility for client service delivery or operational infrastructure support services other than establishing and maintaining quality improvement mechanisms to enable meaningful reporting on the safety and quality of VACCA's service delivery.

POSITION SUMMARY

The position will form part VACCA's Client Service Practice Development Directorate and will guide the Regional Systems Integration Officers in the activities to enhance VACCA's response to the Aboriginal community and strengthen the capacity of the agency to integrate data and program reporting systems to produce timely and accurate reports and analysis.

The position will coordinate the Systems Integration Officer's work in developing strong organisational systems, supporting the workforce, responding to reform demands and local issues, as well as meeting

quality assurance requirements for VACCA's rigorous accreditation standards and reporting requirements.

In addition, the position will be the key link between the Systems Integration Officers and the Continuous Quality Improvement Team. The coordinator will ensure that all the data produced in regions is up to date, reliable and readily available.

KEY RELATIONSHIPS

Internal: Continuous Quality Improvement (CQI), Regional Systems Integrations Officer, Executive and Program Managers.

External: Government departments, funding bodies and other ACCOs and CSOs

KEY SELECTION CRITERIA

- 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
- Demonstrated experience in working and engaging with Aboriginal families and children/
Demonstrated experience in child and family sector
- Advanced skills in analytics, data management, reporting requirements and ability to develop regular program reports aligned to contractual obligations, including analysis of data related to local contexts.
- Demonstrated experience in providing leadership, guidance and consistency in quality assurance. Skills to support a team to achieve work goals within established timeframes.
- Demonstrated ability to use initiative, thinking laterally and strategically during times of pressure.
- Excellent project and time management skills with an ability to manage multiple deadlines
- Advanced skills with Word, Excel and Access.

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

- Oversight of a 'whole of VACCA' data set that describes all program activity and reporting obligations – drawing upon the IT platform(s) developed/supported by VACCA/s Information Management team and data from Finance and HR.

- Co-ordination training and support (but not management) of regional 'Service Integration Officers' in maintaining local data sets and provision of regular reports and updates.
- Provision of data analysis to VACCA Leadership in order to facilitate a 'real time' perspective on program activity, performance and compliance with contractual obligations. Additionally, maintain historical data for organisational purposes.
- Working closely with HR, Finance, CQI and Information Management to ensure that accurate and consistent data was held in each region and that consolidated data held centrally was accurate and up to date.
- Oversee a consolidated data base of all funding agreements, with govt and non-govt bodies. Access SAMS for relevant detail on each individual DFFH funding agreement and ensure that all agreements include detail on KPI's, measurement and enforceability, and acquittal requirements.
- Communicate all funding requirements, including brokerage, flexible funding and similar, to the relevant regions and to Finance.
- Provide leadership, guidance and consistency in quality assurance to the regionally based integration officers who report to their local managers. Support them to achieve work goals within established timeframes.

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.