

## POSITION DESCRIPTION

<b>Position</b>	Integrated Family Services Case Worker
<b>Reports to</b>	<b>Team Leader</b>
<b>Direct Reports</b>	<b>NA</b>
<b>Status</b>	<b>Full Time, Ongoing</b>
<b>Location</b>	Chirnside Park

## 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.

## OUR VISION

Aboriginal self-determination - Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## PROGRAM AREA

Eastern VACCA provides support to vulnerable Aboriginal children and families through the Integrated Family Services program. The IFS program provides support that aims to strengthen family networks in order to prevent families entering further in to the Child & Family welfare system through effective case planning and goal setting.

The services we provide include the following:

- Home visits to provide parenting advice, support, household support and assistance
- Counselling for adults and children in relation to family matters
- Referrals to other Programs and advocacy in relation to housing, income security, education etc. for allocated clients.
- Limited capacity to offer general Family Support advice / information – one off contacts
- Enhancing Aboriginal families' access to Mainstream Family Services.
- Providing cross cultural training and consultation for Family Support Programs

The family services program in the East sits within an integrated team that provides other services to the Aboriginal community including:

- Aboriginal Liaison worker who provides consultation and support to Child FIRST and mainstream Integrated Family services who are working with Aboriginal children and families
- Aboriginal Stronger Families a placement prevention and reunification service
- Koorie Emergency Relief that provides financial support to Aboriginal people in financial crisis.

## POSITION SUMMARY

- This role is provide a family support service to Aboriginal children and families residing in the Melbourne Eastern Metropolitan Region, involving:
  - Home visits to children and families at various times of the day and may include assistance in developing morning or bedtime routines.
  - Parenting advice and support
  - Referrals and advocacy in relation to housing, income security etc.
  - Linking families with other services as required
- To support families to identify goals, develop plans with families to address and meet their needs, monitor and review care plans to support families to achieve goals.
- To provide guidance, support, education and counselling for families regarding issues such as child development, behaviour management, routines, parenting and financial and household management.
- To develop and maintain linkages with appropriate Aboriginal agencies, government agencies and community service organizations.
- Complete where required formal written assessments and /or reports on families.
- To maintain up-to-date written records and statistics on all casework activity.
- To participate in training sessions, team meetings, Case Plan Meetings and other meetings as directed.
- To participate regularly in supervision.
- To be involved in group work
- To work effectively with all Early Intervention & Family Support Programs and other programs within VACCA
- Other duties in line with delivering an integrated model of Family support services.

## KEY RELATIONSHIPS

*Internal:* AFLDM convenor, Cultural Support Advisors, Aboriginal Liaison Worker, Family Violence team, Out of Home Care Teams, Koori Cultural support worker and Drug and Alcohol Worker

*External:* DHHS Community Based Team Leader, Maternal & Child Health, Education, Housing, Mental Health Teams

## 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
- An ability to work in a culturally respectful and competent manner with individuals, families and communities to ensure that cultural connections are fostered and maintained.
- An ability to work effectively and build positive relationships (networking) with Aboriginal organizations, government departments and community service organizations.
- Experience and knowledge in caseworker/case management skills
- Ability to engage and work with families on agreed goals and tasks using a strengths-based approach.

### Capability Requirements

- **Time Management:** Manages time and uses tools effectively to assist with planning and organising even when faced with changing priorities
- **Communication** Communicates clear, culturally appropriate, respectful and consistent messages to clients and community members and other staff
- **Written Communication:** Prepares accurate documents and reports e.g. case notes, incident reports, court reports, work report that meet audience needs
- **Problem Solving** Listens respectfully, facilitates the resolution of clients' and colleagues' problems in culturally respectful ways
- **Interpersonal skills** Demonstrates effective and culturally appropriate interpersonal skills e.g. active listening, empathy in all verbal and non-verbal communications
- **Risk Management:** Identifies risks in case management/ work practice and implements procedures to minimise/ eliminate negative outcomes and improve practice knowledge
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## 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

- To provide a family support service through an assessment process to Aboriginal children and families residing in the Melbourne Eastern Metropolitan Region, involving:
  - Home visits to children and families
  - Parenting advice and support
  - Referrals and advocacy in relation to housing, income security etc.
  - Linking families with other services as required
- To support families to identify goals, develop plans with families to address and meet their needs, monitor and review care plans to support families to achieve goals.
- To provide guidance, support, education and counselling for families regarding issues such as child development, behaviour management, routines, parenting and financial and household management.
- To develop and maintain linkages with appropriate Aboriginal agencies, government agencies and community service organizations.
- Complete where required formal written assessments and /or reports on families.
- To maintain up-to-date written records and statistics on all casework activity.
- To participate in training sessions, team meetings, Case Plan Meetings and other meetings as directed.
- To be involved in group work
- To work effectively with all Early Intervention & Family Support Programs and other programs within VACCA
- Ensure compliance with the program's Operational Manual.

## 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.