



POSITION DESCRIPTION

| | |
|----------------|--|
| Position | Key Worker (Case Manager) - Targeted Care Packages |
| Reports to | Team Leader - Care Services |
| Direct Reports | NA |
| Status | Full time (38 hrs pw) |
| Location | 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 800 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

Targeted Care Packages (TCP) as a program is an initiative of the Department of Families, Fairness and Health in response to the State Government priority to reduce the number of children/young people residing in residential care- the priority group being Aboriginal children and under 12s.

The VACCA Targeted Care Packages Program provides culturally relevant support to Indigenous young people to:

- a) Successfully transition out of residential care to any alternative form of placement where their needs will be better met, or
- b) Preserve and sustain their current placements to prevent them from entering residential care.

TCPs are creative and innovative care packages developed around specific children / young people aged 0-19 years as a wrap-around service incorporating all aspects of support and brokerage required to meet the above said objectives. TCPs are designed to provide holistic support to children / young people, their family, carers, and others through a care team model, across the service system. They are designed to follow the child/ young person throughout the remainder of their care experience, for a period of up to six months post reunification or permanent care and up to twelve months from the end of their last order if leaving care as 17- or 18-year-old. By their nature, TCPs are designed to sit outside of traditional program boundaries.

At VACCA, the TCP program sits within respective Regional Care Services Management. Each regional TCP program has at least one Team Leader managing a team of Key Workers and Support Workers.

POSITION SUMMARY

The Key Worker (Case Manager) is the person a) providing intensive case management services to the particular TCP client/s b) delivering the TCP.

The Key Worker has a pivotal role in the achievement of better outcomes for the client/s, consistent with the case plan directions and any cultural support plan for the children and young people receiving a TCP whom they are supporting.

Working intensely with a small caseload, the Key Worker will directly engage and work with the child, their family, carers and others to facilitate changes that support achievement of the child's case plan and the outcomes sought for the child or young person.

In most cases VACCA will be case contracted by DFFH to case manage the client/s. The Key Worker is expected to meet all DFFH & VACCA case management and reporting requirements.

Key Workers must possess an ability to work outside traditional program boundaries and will be supported by VACCA to do this. They will need to be culturally sensitive and make sure that all



Aboriginal children whom they support are provided with appropriate cultural supports in line with their cultural support plan.

The Key Worker will be responsible for delivering the TCP i.e. setting up services and ongoing payments; reporting and monitoring the impact of the child's package throughout their role in the child's care. It is through this monitoring that the child's care can be improved and then adapted to changes in the child's assessed need.

KEY RELATIONSHIPS

- Internal: Team Leader- Care Services, Senior Program Manager – Care Services, Healing Team, Cultural Support Team, Corporate services, other program areas and colleagues, as required.
- External: Client/ carers/ family, DFFH-Child Protection, Schools, Other specialist service providers- health, disability support, mental health, education & employment support, Cultural and others, as required.

KEY SELECTION CRITERIA

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a 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
- Demonstrated experience with Child development, attachment and trauma and the ability to use this knowledge to guide practice with Aboriginal children, families and carers
- Ability to undertake complex casework with families and children who have experienced trauma and may present with challenging behaviours, including using culturally safe therapeutic approaches to heal and build resilience
- Ability to complete assessments, including assessments of risk
- Ability to develop, implement and review plans for children and young people
- Ability to advocate on behalf of Aboriginal children and families
- Well-developed written and computer skills with the ability to prepare reports (including court reports) and maintain client records to a high standard

QUALIFICATION

- Minimum Education/ Qualification- Diploma of Community Services or equivalent

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence; a current employment Working with Children Check card and a National Police Check.
- Current COVID-19 vaccination, including booster dose as applicable.

POSITION ACCOUNTABILITIES

CLIENT OUTCOMES & CASE MANAGEMENT TASKS

- Conduct casework and case management, under supervision, pursuant to the Children, Youth and Families Act 2005 and VACCA specific requirements on behalf of children and young people in the programs
- Demonstrate best practice in culturally appropriate assessments, case planning and case management, including court work, in accordance with the program requirements and internal VACCA program manuals
- Support the young person in accessing and participating in relevant educational, vocational and recreational services.
- Provide support in the development and implementation of cultural plans which aim to strengthen young peoples' connection with family, community and culture.
- Where appropriate, to encourage and support family members and significant others, to maintain their involvement in the young persons' life.
- To support the carers to help maintain the stability of the placement.
- Contingency planning for placement breakdowns or planning forward for transition to alternate living arrangements such as lead tenancy, independent living or other.
- Arranging Care team meetings and working closely with all stakeholders towards identified client outcomes.
- Ensure all client records and files are up to date and that the Client Relationship Information System (CRIS) is used for recording, analysing and reviewing client information

ACCOUNTABILITY TO FUNDING SOURCES & MEETING REPORTING REQUIREMENTS

- Efficient delivery of the TCP by arranging services and disbursement of funds.
- Maintaining accurate records of expenses and adhering to budgets and requesting variation to funding when required.
- Meeting DFFH (Child protection & TCP) & VACCA documentation & reporting requirements. (The Key Workers will be well supported by the Team Leader in the above tasks)

PERFORMANCE AND PROFESSIONAL DEVELOPMENT

- Participate in external meetings and undertake other duties as determined by Team Leader.
- Participate in supervision.



- Participate in ongoing professional development and training, as required.
- Participate in the development and review of an Annual performance development plan/ review document and in the probation review process.
- Work closely with all relevant Indigenous and non-Indigenous services to develop strong statewide and regional networks.
- Carry out duties in accordance with the philosophy, policies, work practices and protocols of VACCA.

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.