



Position Description

Title:	VADC Support Officer
Unit:	Population Health and Sector Development
Reports To:	Executive Manager, Social and Emotional Wellbeing Team
Time Fraction:	Full time
Employment Status:	Fixed Term 12-Month
Location:	17-23 Sackville Street, Collingwood 3066

Organisational Overview

The Victorian Aboriginal Community Controlled Health Organisation (VACCHO) is the peak body for Aboriginal health and wellbeing in the State of Victoria. VACCHO provides leadership in community control and health equality for Aboriginal organisations and communities. We are a centre of expertise, policy advice, training and innovation in Aboriginal health. VACCHO advocates for the health equality and optimum health of all Aboriginal people in Victoria.

Unit Overview

The Population Health and Sector Development unit provides a strategic, coordinated and evidence-based approach to member services, workforce support and mainstream responsiveness to improve the Aboriginal community's health and wellbeing outcomes.

Role Overview

The VADC Support Officer will work closely with VACCHO members (Aboriginal Community Controlled Organisations (ACCOs) to support the use of the Client Management System (CMS) to ensure the capture of relevant Alcohol and Other Drug (AOD) information in a manner that is consistent and compliant with the requirements of the Victorian Alcohol and Drug Collection Data (VADC) system.

The VADC Support officer will also work with DHHS to recommend and/or assess changes to the VADC. Assessments will need to be multi-faceted and considered from the perspective of impacts on Aboriginal cultural safety, technical feasibility, and impacts on AOD policy and service delivery.

On a day to day basis the VADC Support Officer will support ACCOs by responding to queries, providing support in resolving errors in the VADC data and supporting ACCOs to achieve Episodes of Care through improved data quality.

The VADC Support Officer will liaise with DHHS VADC team members as it relates to VADC data both in support of individual ACCOs and the ACCOs collectively.

The role will also be the lead contact to help manage the contract with the client management system (CMS) service provider to ensure support is provided in a timely manner; defects are resolved and system enhancements are identified and developed, where agreed.

Key Responsibilities and Accountabilities

- Troubleshoot and support resolution of errors in AOD data related to VADC
- Build relationships and assist ACCO staff to troubleshoot errors in the DHHS VADC portal (MFT)
- Advocacy for program users as required i.e. program developers, DHHS and higher organizational management.
- Ensure equal access and ongoing support to Members around the use of the CMS
- Provide ongoing updates regarding system upgrades/changes to reporting requirements
- Arrange external trainers and/or provide ongoing CMS training, especially in relation to the reporting system as required/identified.
- Bring together ACCOs to identify improvements
- Support ACCOs to understand and review the Service Provider Service Event Statement (provided by DHHS) to help improve data quality, identify common errors and required interventions
- Manage CMS user license numbers in collaboration with ACCOs
- Support building stronger relationships with Infoexchange and ACCOs
- Represent ACCOs in regard to VADC issues with DHHS – proactively contribute to VADC working groups, VADC Change Management Group and the VADC Change Control Group.
- Work with the VACCHO Research and Evidence team to work on ways to bring and manage AOD data from the VADC into VACCHO and turn it into meaningful, timely reports to Members, and for use as VACCHO policy and advocacy

Corporate Responsibilities

- Attend team and unit meetings, staff and other meetings
- Attend training and professional development opportunities to continually improve ability to support ACCOs and develop the data management practices of ACCOs
- Perform other duties relevant to the position as directed by the Executive Manager
- Act at all times in a professional manner and ensure the confidentiality of employees & ACCO client data and ACCO interactions.

Compliance with VACCHO Standards

- VACCHO is an equal opportunity employer and strongly encourages Aboriginal and Torres Strait Islander people to apply for all positions advertised (Equal Opportunity Act 2010). We are committed to ensuring our workplace and member services support also reflect this.
- Everyone is welcome at VACCHO and candidates regardless of age, cultural background, ethnicity, gender, sexual orientation or religious affiliation are encouraged to apply.
- VACCHO requires all employees to comply with all work health and safety rules, regulations and relevant Codes of Practice (Victorian Occupational Health and Safety Act 2004).
- VACCHO requires employees to participate in and promote our quality control, risk management, safety and compliance systems. This includes participating in the development and application of VACCHO's policies and procedures, as well as the identification, reporting and management of risks. This includes adherence to all VACCHO Quality Management System (QMS) ISO 9001:2015 requirements

Other Employment Related Information

- A National Police Records Check is required as a condition of employment
- A Working With Children Check is required
- A Victorian Drivers Licence is required. Travel is requirement of this position. This includes travel across Victoria. This is impacted by COVID-19 in the initial period, however will require statewide travel at times once COVID-19 restrictions and situation changes.
- VACCHO is a Smoke Free Workplace.

Key Selection Criteria (skills and attributes)

- Demonstrated understanding and commitment to holistic Aboriginal health, Aboriginal culture, and the philosophy and practice of Aboriginal Community Control
- An understanding and ability to articulate Aboriginal self-determination, community advancement and capacity building, as well as to a high quality of service delivery and organisational excellence
- Customer service centric – treats ACCO “customers” as a high priority and able to build rapport quickly
- Data orientated – comfortable working with data and able to identify data issues and support resolution
- Ability to read and understand technical documentation and communicate the information to users in plain English
- Proficient in the use of MS Excel
- Strong relationship building and interpersonal skills to liaise effectively with a wide range of people at all levels
- Strong negotiation and organisation skills, including an ability to handle multiple activities concurrently
- Collaborative and demonstrated ability to provide direction and act as a team player
- Ability to work flexibly and patiently with program users according to that ACCO staff member's IT knowledge and experience (whether beginner or advanced)
- Demonstrated capacity to manage sensitive information and maintain confidentiality of information
- Ability to provide program supports that aims to develop service providers skills/confidence with the reporting program
- A flexible approach, with strong organisational and planning skills

Desirable

- Identifies as Aboriginal and/or Torres Strait Islander

- Previous experience in IT system administration / IT help desk
- A relevant VET or tertiary qualification (or equivalent experience) in finance, science, technology, engineering, mathematics or other similar courses.
- Experience in the health and wellbeing sector or the not-for profit sector