

### About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors, and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 2000+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

### Residential Services

Anglicare Victoria's Residential Services Program provides accommodation and support for children/young people up to the age of 18 years requiring placement within a Residential Care setting. Within Residential Services we have a number of programs including, Keep Embracing Your Success (KEYS) and Therapeutic Programs.

Our Residential Services Teams support children and young people in a home setting. This provides the young people with 24/7 support, involving everything you might expect when caring for young people. This ranges from creating a stable, nurturing and safe home environment, to supporting young people who, as a result of significant past trauma, may have challenges with expressing emotion and dealing with the challenges of daily life.

The program operates as part of an integrated service response aimed at addressing protective issues, court dispositions covered by the Children and Young Person's Act, issues of family conflict, or family and/or personal and developmental crises.

### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Residential Services
Program:	Residential Services
Reports To:	Program Manager or similar
Direct Reports:	House Coordinators, Community Engagement Workers, may supervise Case Managers and other equivalent roles. May also supervise Case Managers and other like roles.
Internal Stakeholders:	Employees, Managers, Quality & Outcomes, People & Culture, After Hours
External Stakeholders:	Young People, Children, Families, DFFH, Partner Organisations, Service Providers, Contractors, Labour Hire Staff, Community, Emergency Services
Classification:	SCHADS Level 8

## About You (Key Selection Criteria)

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### Qualifications

Required:

- Tertiary Qualification at diploma or degree level in social work, psychology or behavioural science or equivalent.
- Current First Aid Certificate.
- Full Victorian Drivers Licence.

Desirable:

- Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care).
- Management qualification i.e., Diploma in Management.
- Therapeutic Crisis Intervention (TCI) Training.

### Knowledge and skills

- Extensive experience working in the human service delivery system, with particular reference to OOHC statutory service provision – preferably Residential Care.
- Significant understanding of the Child Protection, OOHC Placement and Support services and Family Service system, including legislative and policy framework.
- Excellent knowledge of, and experience in, the application of relevant theoretical approaches that underpin casework practice (including theories of child attachment, development and abuse) to vulnerable children, young people and families.
- Significant experience in building high performing teams through proactive employee management, support and supervision, that supports high levels of employee engagement, openness and drive for ongoing improvement in service delivery.
- Substantial experience in working with young people living with complex trauma, mental health, disability and substance abuse and with a demonstrated ability to make a positive difference.
- Significant experience in effectively supporting young people through crisis using approaches such as Therapeutic Crisis Intervention and building capability within Teams to appropriately respond to young people.
- Experienced in providing oversight of case management which supports young people who are contracted in residential care managing team.
- Experienced in delivering programs and services within required timeframes and budget parameters, reviewing performance and taking appropriate actions to ensure all key objectives and obligations are met within the Program.
- Ability to identify, manage and proactively mitigate risks by sound planning, escalation and engagement of issues to key stakeholders.
- Experienced in proactive and issues based external stakeholder engagement and advocacy for young people and the sector.
- Well-developed administrative and organisational skills to manage a high level of administrative activities including case reviews, incident reports, safety plans and like.
- Experience navigating systems including CRIS, CRISSP and Incident reporting systems i.e., Riskman or similar.

#### **Additional Requirement KEYS:**

- Sound understanding of the Mental Health Act.
- Sound understanding of the Emotional Regulation and Impulse Control program and the ability to implement within a Program.

- Experienced in building positive organisational partnerships, both internally and externally to AV to ensure the best level of support are available and day to day situations are managed appropriately.

### Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

### Your Contribution (responsibilities)

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The key contributions in the role are outlined below:

#### Role specific

- Effectively lead and manage your team in respect to recruitment of new employees, responding to day-to-day enquiries from employees, undertaking management actions and administration i.e., rostering within standard roster, leave, reviewing payroll inquiries, induction to ensure that all employees have a good experience at AV. And ensure where an employee is leaving AV the appropriate steps are taken.
- Foster and promote an environment and culture within the team that is safe, inclusive, professional, trustworthy and service-focused with a commitment to employee's wellbeing and inclusion.
- Provide day-to-day support, advice and coaching to your team in respect of the development of individuals and the collective team, that lead to a team who are engaged with the organisation and who feel supported throughout their time with AV.
- Manage employee performance issues in a timely and appropriate manner engaging the respective Manager and Human Resources for support as required.
- Provide appropriate employee supervision to the multi-disciplinary team inclusive of reflective practice that supports ongoing two-way feedback to celebrate achievements, recognise opportunities for improvement and address areas of concern in respect to employee engagement and/or effectiveness. Ensuring appropriate documentation of supervision, development and wellbeing commitments are up to date and accessible.
- Ensure appropriate Training and Development Plans are in place for all employees and time is allocated for attendance as part of the overall rostering across houses.
- Provide visible leadership to the Team in support of managing the day to day Health, Safety & Wellbeing risks inclusive of psychological risks, ensuring effective supports to manage risks and respond to incidents, regularly promote and encourage reporting with a focus on reducing risks, including leaning in and managing any behaviours that pose unacceptable risks within houses including escalation to senior management for additional support and response.
- Ensure the delivery of program services meet or exceed client requirements, and that the desired outcomes are achieved.
- Participate in the development and maintenance of quality partnerships with key agencies including funding bodies and other community services providers.

- Initiate service improvements within the team and participate in service redevelopment and redesign across the organisation with your Program Manager and/or Pillars of Practice.
- Ensure that the program operates in accordance with service agreements, organisational policies and accepted standards of practice.
- Identify, mitigate and report risk through identified channels and processes, demonstrating an understanding of individual, program and organisational risk and taking appropriate steps to manage and report risks with an appropriate sense of urgency.
- Contribute to the preparation of the program budget and work with the Program Manager and other Team Leaders to maintain accountability for the program budget and implement corrective action as required.
- Monitor performance targets, outcomes, quality standards in service agreements, legislative and policy requirements, management of risk including quality of care issues, reportable conduct and complaints and implement corrective actions as required.
- Ensure residential facilities are well maintained and comply with Organisational OH&S standards and always aim to achieve a neat and tidy homely environment. By regularly visiting houses to proactively engage with House Coordinator, Employees and Young People, following up corrective actions and escalating as required.
- Liaise with DFFH in relation to program planning, monitoring and provision of services to clients.
- Proactively advocate for the young people in our care in a professional manner with key stakeholders to support positive outcomes.
- Participate in the afterhours roster as required.
- Maybe take on responsibility for Case Managers and oversight of Case Management and stakeholder management with a key focus on key partnerships.
- Role model great behaviours for young people, to learn from and ensure professional boundaries are maintained at all times.

## General

- Ensure familiarity and compliance with all governance, policies and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops and conferences, as required.
- Ensure privacy and confidentiality is upheld at all times.
- Professionally represent AV and our services at forums, meetings and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and utilise new ways of working to enhance collaboration, effectiveness and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

It is an inherent requirement of the position to have (and commit to providing) significant flexibility to perform work outside of standard office hours in order to service the needs of the client. By accepting this position, you commit to working within the parameters of such flexible hours. Should your circumstances change, such that you can no longer commit to providing such flexibility, it is your responsibility to consult with your line manager so that suitable alternatives can be explored.

## **Our Commitment to Health, Safety & Wellbeing**

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AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV Managers or Team Leaders are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions.
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- follow all workplace health and safety policies and procedures ensuring they are implemented and followed.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.

## **Our Commitment to Inclusion**

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AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to Aboriginal and Torres Strait Islander, LGBTIQ+, people with disabilities, people from diverse cultural, racial and linguistic backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.
- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural, racial and linguistic diversity.
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.
- participate in contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion; and
- raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies, and procedures
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- seek out support around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc.
- participate in the development and implementation of inclusion events and strategies.

## **Our Commitment to Child Safety**

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AV is committed to protecting children and young people from all forms of harm and abuse.

As a manager you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct, and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

## **Employment Screening and Required Certificates**

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Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check,
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last ten years,
- a Current Employee Working with Children Check.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.