
About Us

Anglicare Victoria works with children, young people 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 1700+ 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.

Family Preservation and Reunification (FPR)

Anglicare Victoria (AV) offers flexible and tailored support services as part of the Family Preservation & Reconciliation (FPR) Response, a Department of Families, Fairness & Housing (DFFH) state-wide initiative. FPR supports children and their families in creating a positive and safe environment within the family home, focusing on families remaining together and where children in care can return to reside with their family. The services within the FPR use various approaches including early intervention and assistance strategies, targeted and specialist support and continuing care pathways. AV provides FPR through short-term intensive support services and long-term transitional support services, based on the needs of the children and their families.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	FPR
Program:	Rapid Response
Reports To:	Program Manager
Direct Reports:	Practitioner
Internal Stakeholders:	Regional Director All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model
External Stakeholders:	Department of Families Fairness and Housing Department of Education and Training
Award Classification:	SCHADS Level 7

About You (Key Selection Criteria)

Qualifications

Required:

- A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with relevant experience; or diploma level with substantial experience.
- Qualifications obtained overseas are required to be assessed by the identified industry professional entities for industry relevance and alignment to the Australian Qualifications Framework.

Desirable:

- N/A

Knowledge and skills

- Demonstrated experience in working with high needs complex families, with examples of utilizing a child focused family-centred approach and parenting educational programs or approaches reflective of practice elements within casework framework.
- Knowledge of various theoretical approaches used to understand the experience of children and families, including motivational interviewing and social inclusion.
- Advanced understanding of the child welfare services which enables an ability to collaborate with the Department of Families Fairness and Housing, in relation to addressing protective concerns for children.
- Experience in collaborating with families to develop intervention goals and plans focused on factors directly relating to the risk of out-of-home placement.
- Demonstrated experience in the supervision of multi-disciplinary staff including motivating staff, coaching, providing feedback and leading reflective practice discussions.
- Demonstrated experience and/or understanding in planning and delivering evidence-based interventions with individuals or families or systems.
- Relevant experience working with marginalised, minority and difficult to engage young people and/or their families in their homes and communities.
- Previous relevant experience working in Family Services, Child Protection, Family Violence, Alcohol and Drugs services or other related services working with vulnerable children, youth and families.

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.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Flexibility and Responsiveness:** able to adapt and change where necessary to meet the needs of the team members, families and stakeholders.
- **Communication:** caters verbal and written communication styles based on the target audience.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

Your Contribution (responsibilities)

The key contribution in the role are outlined below:

Role specific

- Lead a team in supervision, reflective practice and weekly Rapid Response Case Consultation Meetings
- Oversee and coordinate referrals from Child Protection and ensure the Rapid Response team work collaboratively with Child Protection Practitioners and families to ensure risk assessments and safety plans are maintained and tracked utilising the Signs of Safety™ approach, including conducting joint visits with Child Protection staff.
- Ensure the team/s provide a targeted intervention in the family home at flexible times and when they are most receptive to learning; this may include early mornings, evenings.
- Fulfil program requirements regarding case recording, data collection, registration standards and other requirements such as the Rapid Response and FPR evaluations.
- Monitor program performance and outcomes through the collection and analysis of service data and implement changes to the operation of the program.
- To work in conjunction with the Program Manager and EBM Practice & Implementation. Lead to plan and implement responses in relation to program, sector and service developments.
- Identify performance trends, best practices, and opportunities for improvement.
- Contributes to the performance monitoring and reporting requirements of the Rapid Response program to ensure model fidelity.
- Ensure the Practitioners strengthen family connections, promoting placement prevention and the safety of children, young people and parents.

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

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

All AV Managers 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 implemented
- report all situations that may adversely impact on workplace health and safety
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards
- maintain and regularly review our safety action plan
- proactively identify hazards, through risk assessment and implementation of safety risk controls
- maintain facilities that are under AV control
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely
- provide ongoing inspection and review of the workplace, safe work practices and procedures
- ensure correct processes are followed in the event of an incident or injury
- facilitate rehabilitation and encourage the early return to work of employees who may be injured
- foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace
- participate in relevant health and safety training and inductions based on roles and responsibilities.

Our Commitment to Inclusion

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
- LGBTQI+
- people with disabilities
- people from diverse cultural and linguistic backgrounds
- people of all ages
- people with caring responsibilities
- people with diverse religious beliefs or affiliations.

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 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 and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- 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 and RAP Committee
- participate in the development and implementation of inclusion events and strategies.

Our Commitment to Child Safety

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

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
- Full Victorian Drivers Licence

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.