
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.

Information Technology Services

Information Technology Services at Anglicare Victoria (AV) provides a range of professional and technical services that sets the technology roadmap for the investment and deployment of longer-term strategic platforms, whilst providing operational services across all interconnecting technologies. Working across the wider organisation, Information Technology Services ensures provision of technology offerings that enable the delivery of services and support across the organisation, ensures all interconnected technologies and data held within a highly secure environment reducing the risk of a cybersecurity breach and providing technical support and request services for all end user computing devices.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Information Technology Services
Program:	Information Technology Services
Reports To:	Director Information Technology Services
Direct Reports:	ITS Program Manager and PMO Manager
Internal Stakeholders:	ITS Team, Key Stakeholders, Program Managers, Employees
External Stakeholders:	External Vendors
Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications

Required:

- Tertiary qualification in Information Technology or equivalent.

Desirable:

- Project Management Professional Certification.
- Full Victorian Drivers Licence.

Knowledge and skills

- Experience in delivering a range of Information Technology Projects within large organisations, to agreed project principles, frameworks, plans, resources and budgets including integrating effective communication and change management plans to support effective Project Implementation.
- Demonstrated project Management experience in managing complex projects and management of issues, risks and project change requests to ensure successful and on-time project delivery.
- Demonstrated knowledge and experience in the application of project management methodologies
- Experience in delivering projects that span across one or more departments, through effective engagement and communication.
- Ability and adaptability to understand the organisations operations, procedures and policies related to operational and strategic objectives.
- Ability to work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence.
- Strong relationship focussed ability to converse with all levels of the organisation for the establishment and elicitation of business requirements from key stakeholders in the project.
- Good understanding of organisational systems and software development lifecycle.
- Exposure to business process re-engineering or design thinking or similar that challenges existing business processes and works with the business to optimise the process to streamline delivery of functions.
- Sound ability to laterally think and a willingness to challenge the status quo, strong analytical and problem solving skills and develop appropriate solutions.
- Ability to operate across multiple projects.
- Highly collaborative with an adaptive style with a strong customer service focus.
- Vendor management skills.

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)

The key contributions in the role are outlined below:

Role specific

- Manage the project team by building, influencing and motivating team members to meet project goals, adhering to their responsibilities and project milestones with a blend of on-line and in-person engagements to ensure effective engagement and connection.
- Manage the full project life cycle ownership; successful project delivery will include full implementation from initiation to deployment for one major or several minor projects simultaneously including project budget, resource plans, timelines, change management, communications interdependencies etc.
- Ensure effective management of resources, schedules, and financials and adhere to stage gate quality and control guidelines throughout the full systems development life cycle. Including preparing estimates and detailed project plan for all phases of the project.
- Manage and deliver on the day-to-day project activities and resources and chair the project management team meetings, taking full ownership of project delivery.
- Assisting in the Design and delivery of strategies and processes, in consultation with the team members/stakeholders/business consultants, which will support the implementation of the project/s.
- Develop regular project reporting for projects to keep project teams and key stakeholders across progress of project to plan, highlighting risks, success criteria, metrics, test and deployment management issues and recommending resolutions as required to hold project plans.
- With assistance from PMO Manager procure adequate resources to achieve project objectives in planned timeframes in line with organisations policies and procedures.
- Participate in establishing practices, templates, policies, tools and partnerships to expand and mature these capabilities for the organisation in respect to Project Management and/or Business Improvement relevant to Projects.
- Contribute to process improvement initiatives as it relates to improving project delivery.
- Verify that the project produces the required deliverables of quality, within the specified constraints of time and cost and to achieve the potential benefits defined in the business case.
- Identify risks effecting project delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Participate and prepare materials for Project Steering Committees as required and work proactively with key stakeholders to gain their support and endorsement by establishing contact, conducting presentations/workshops and attending stakeholder meetings.
- Reviewing and responding to organisational policy issues, providing advice and establishing new policies or procedures or processes when required.
- Support and mentor less experienced employees.

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 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.

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 ensure 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 health, safety, and wellbeing by creating a mentally healthy, inclusive, and safe workplace.

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, LGBTIQA+, 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 and contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity, equity 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. Seek 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

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.

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.