
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.

Alcohol & Other Drug Services

Anglicare Victoria's Alcohol and Other Drugs (AOD) services operates via a number of programs which aim to reduce harm and prevent relapse. Our trauma-informed employees meet young people, adults and families where they are at in their journey and work to support safety, understanding and compassion for everyone involved in the recovery process. We provide counselling, consultancy and continuing care to individuals using substances; families and friends of individuals using substances; individuals currently involved in the criminal justice system and professionals needing assistance in working with and supporting individuals using substances. We also work with families to support the Reunification Program, which provides counselling, consultancy and continuing care to parents whose children are subject to Family Reunification Order, children who are impacted by the Family Reunification process, working in collaboration with Child Protection from a shared care approach and providing assessment and ongoing treatment for parents, their children and family members under a Family Therapy model.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Alcohol & Other Drug Services
Program:	N/A
Reports To:	Team Leader – Alcohol and Other Drugs
Direct Reports:	May supervise more junior employees and students
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service
External Stakeholders:	Clients, Families, DFFH, Partnership Organisations, Community & Health Organisations, Funding Bodies, Carers and Local Community
Classification:	SCHADS Level 6

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- Tertiary qualifications to Bachelor or Diploma level in social work, psychology, counselling or behavioural sciences or equivalent.
- Alcohol and Drug specific qualification or Dual Diagnosis competencies.
- Full Victorian Drivers Licence.

Desirable:

- First Aid Certificate

Knowledge and skills

- Experience in Family Reunification and demonstrated ability to work with mandated clients.
- Experience in providing AOD services to one or more client group i.e., children, young people adults or families.
- Highly developed knowledge and experience in working with practice models of contemporary counselling approaches in the alcohol and drug field.
- Understanding of the developmental needs of young people and ability to work with them in the context of family and social attachments.
- Understanding of the principles of harm minimization and approaches to the treatment of AOD substance use including relapse prevention.
- Ability to advocate for and promote best practice in AOD services.
- Demonstrated experience and skills in developing co-operative partnerships with agency workers and community services
- Demonstrated ability to be receptive and flexible to new ideas and the capacity to adapt to changing work demands and circumstances.
- Highly developed communication skills (written and oral) to manage both internal and external stakeholders.
- Ability to listen, problem-solve and resolve conflicts through well-developed conflict resolution skills.
- Ability to mentor and support less experienced AOD employees.
- Ability to self-reflect, take on board feedback, and use supervision opportunities to improve one's practice and leadership.
- Excellent computer, organisational and time management skills and the ability to be self-directed, whilst working within a team.

Personal Qualities

- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Initiative and responsibility:** identify and share ideas for improvement with the team to increase effectiveness of how we work collectively and individually and take responsibility for own work and actions.

- **Self-Development:** the desire to continually develop, inquire and learn through on the job experiences, exposure through participating in events, mentoring and education.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

- Providing leadership through undertaking case reviews and developing case studies to demonstrate impacts, analyse data and identify themes across the Program/s to support ongoing improvements and advocacy at a collective level for consideration by the Region and AV.
- Taking on a complex case load as assigned or identified and provide support through consultation, advice or coaching on other team members complex cases to support client outcomes and build skills and capability within the team in line with professional body and Anglicare Victoria (AV) requirements.
- Working closely and holistically with people exhibiting high-risk behaviours in the community to reduce the individual's problematic substance use and associated harms with the aim of improving their long-term health and wellbeing outcomes.
- Working within a multi-disciplinary team that is responsive to the developmental, gender and cultural needs of young people.
- Providing counselling, consultancy and continuing care, assessment, dual diagnosis intervention, support, outreach and referral services to individuals and family members within a harm minimisation framework.
- Applying sound decision making in respect to day-to-day requirements.
- Assisting the Team Leader and Program Manager to review and evaluate the program/s performance on a regular basis.
- Conducting comprehensive intake and assessments including mental health screens and MARAM assessments.
- Providing phone Intake Service for the AOD Program and working on appropriate assignment and allocation of cases in consultation with the Team Leader and the Teams current caseloads or take a lead role in the coordination of intake and enquiry functions for AOD programs.
- Providing pro-active phone bridging support to individuals awaiting allocation to treatment and triaging as required to minimise impacts to individuals, families and the community.
- Liaising with relevant support workers and services in relation to AOD treatment Planning, incident reporting, crisis plans, protective interventions etc.
- Providing customised AOD secondary consultation to professionals engaging and supporting vulnerable people within the organisation.
- Developing, contributing to and delivering AOD training resources/package for a diverse audience including frontline workers; case managers; Child Protection and Youth Justice Case Managers; parents and carers.
- Establishing co-operative and effective relationships with partner organisations and other AOD Service, Community Groups and Health organisations to support positive outcomes.
- Taking an active role in promoting the program services throughout the network of referral agencies.

- Be an active lead in external stakeholder meetings as a senior representative of AV when required. Developing effective working relationships and referral pathways with external service providers, particularly with statutory bodies including Child Protection and Youth Justice and provide advice on queries and support to other 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 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.

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 employees, contractors and volunteers 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
- 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, 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 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.

Our Commitment to Child Safety

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

As an employee 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 within 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.