
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.

Client Services

Anglicare Victoria (AV) services include a broad range of Family Services, OOHC Placement & Support and Community programs which provide specialist support to disadvantaged and at-risk children/young people, families and individuals. Client Services at AV leads the growth and development of services to ensure our clients are at the centre of everything we do. Supporting the day-to-day operations, working across the wider organisation or within specific areas or region as required to develop capability, problem solve and manage operational risks through providing leadership, governance, strategic planning and support to achieve our strategic and operational commitments.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Client Services
Program:	After Hours
Reports To:	Director
Direct Reports:	Team Leaders, Practitioners, Administrators or similar
Internal Stakeholders:	Executive, Managers & Employees
External Stakeholders:	Clients, Community Organisations, Providers, Government Departments
Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications

Required:

- A relevant tertiary qualification in Social Work, Psychology, Community Services or related behavioural sciences at degree level with relevant experience; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.
- Qualifications obtained overseas are required to be assessed by the identified industry professional entities for industry relevance and alignment to the Australian Qualifications Framework.
- Full Victorian Drivers Licence.

Desirable:

- Management or Leadership qualification.

Knowledge and skills

- High level understanding and extensive operational experience working in the child protection, placement and support services, Out of Home Care service systems – including comprehensive understanding of DHHS standard and relevant legislative and policy framework.
- Highly developed skills in risk assessment and responding to and managing complex, high risk and crisis situations across statutory and other services.
- Capacity to mediate and negotiate appropriate outcomes in complex work situations.
- Proven track record in building and maintaining effective working relationships with a range of stakeholders, including the ability to lead, influence and work collaboratively with a range of senior internal and external stakeholders to bring about organisational change.
- Highly developed skills and experience in delivering programs and services within required timeframes and budget parameters.
- Ability to lead, manage, supervise, and motivate individual teams and create a workplace culture based on cooperation, teamwork, and common pursuit of organisational objectives.
- Ability to manage physical, people and financial resources.
- Ability to self-reflect, take on board feedback, and use supervision opportunities to improve one's practice and leadership.
- Highly developed skills in report writing, record keeping, and other computer skills, including teleconferencing applications such as Zoom, Skype and Microsoft Teams.

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.
- **Learning Mindset:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education and creating space for others to develop and grow.
- **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, inclusiveness, 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

- Provide high level leadership and co-ordinate the overall delivery of a responsive and quality centralised State-wide After-Hours service.
- Management of all aspects of the Central After-Hours service including performance targets, client outcomes, quality standards, legislative and policy requirements, issues of quality-of-care matters that arise, reportable conduct, and complaints.
- Ensure leadership and oversight around the team's capacity to provide high quality risk assessment and emergency responses.
- Nurture a positive and stimulating team environment, characterised by cooperation and willingness to work toward organisational objectives.
- Ensure the delivery of the service is in accordance with program operational and budget requirements.
- Collect and analyse service data and consult with regions to implement changes to the operation of the program where required.
- Work collaboratively with relevant programs and employees across the organisation, including Regional Directors, Program Managers and Team Leaders to build strong working relationships, in order to promote and embed streamlined and effective processes for an organisation wide service.
- Develop and maintain quality partnerships with key stakeholders, including regional employees, DFFH and other community services providers.
- Lead the professional development and recruitment of employees to the team, including supporting a culture of reflective practice, quality supervision and coaching.
- Lead the Central After-Hours service's continuous improvement efforts to support organisational growth and ambitions.
- Promote and facilitate best practice and ongoing quality improvement.
- Participate, contribute, manage and/or lead key Client Service Projects as identified and agreed with the Director.

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 always upheld.
- Professionally represent AV and our services at forums, meetings, and training with external agencies.
- Contribute to the development of continuous improvement and initiatives strategies.
- Embrace and use 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) some flexibility to perform work outside of standard office hours to service the needs of the client. By accepting this position, you commit to working within the parameters of such flexible hours.

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 Senior 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.
- drive and implement all workplace health and safety policies and procedures within your area of responsibility.
- 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.

If identified as a designated site manager, ensure appropriate emergency management plans are in place, including appropriate skilled employees to meet the minimum requirements of our emergency management response and first aid requirements and emergency evacuation drills are completed in line with requirements outlined in AV procedures and lessons learnt are taken on-board to strengthen future responses.

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.

Senior Managers are to:

- identify and 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
- collaborate 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
- role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

Our Commitment to Child Safety

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

As a senior 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 and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

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.