

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 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 Residential Care (TCR).

Our Residential Services Teams support 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:	House Coordinator, Team Leader or similar
Direct Reports:	Not Applicable
Internal Stakeholders:	Employees, Managers, Quality & Outcomes, People & Culture, After Hours
External Stakeholders:	Young People, Families, DFFH, Partner Organisations, Service Providers, Contractors, Labour Hire Staff, Community, Emergency Services
Classification:	SCHADS Level 3

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care). Alternatively, a relevant qualification which is recognised under the Residential Care Workforce Training Initiative and a willingness to undertake top up training to meet the qualification requirements of the Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care).
- Current First Aid Certificate including CPR.
- Victorian Drivers Licence.

Desirable:

- Therapeutic Crisis Intervention (TCI) Training.

Knowledge and skills

- Relevant knowledge, experience and competence in the Human Service field including working with young people across various ages.
- Understanding of the Child Protection and welfare system in Victoria as well as an understanding of the key stakeholders involved in the care and support of young people in care, including key legislation and governing frameworks associated with supporting young people in care.
- Understanding of the Looking After Children Framework including documentation requirements, with a commitment to the principles and practice of quality care in residential settings for the most vulnerable and disadvantaged young people, and to promote autonomy and self-determination for young people.
- Ability and willingness to work effectively as part of a team, to meet program goals and objectives.
- Understanding and/or experience working with young people that may display challenging behaviours.
- Ability to recognise the effects of trauma on the development of young people and identify and recognise risks and provide trauma-informed and culturally appropriate interventions to support young people.
- Capacity and commitment to work effectively with young people in a residential setting to achieve planned change.
- Experience and/or understanding in working with young people living with complex trauma, mental health, disability and substance abuse with the demonstrated ability to make a positive difference.

Additional Requirements KEYS Youth Worker:

- Understanding of the Emotional Regulation and Impulse Control program.
- Demonstrated experience in Out of Home Care working within a Team working with complex young people in respect to trauma and high-risk behaviours.
- Demonstrated ability to build 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

- **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 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

- Work collaboratively with the Residential team and broader care team to ensure the young person experiences a consistent and considered care arrangement ensuring that the house environment is inclusive and welcoming that leads to a high quality of care to young people.
- Ensuring that the physical environment is maintained to a high standard that creates a sense of pride in the house and surroundings for residents. This includes undertaking appropriate cleaning, shopping and general tidiness tasks within and around the home on a regular basis.
- Ensuring all maintenance requests are appropriately logged, cleaning vehicles, and filling up car with fuel to support each other.
- Ensure appropriate management of medication for young people in line with process including correct administration, storage and disposal.
- Demonstrate positive attributes that allow young people to learn and feel safe which reduces their vulnerability, builds resilience and encourages aspirations for their future.
- Deliver high quality care to young people who reside in Residential Care, ensure their needs are met as outlined in their individual placement plans.
- Support the young people with engaging with families where appropriate to ensure young people have the opportunity to reconnect, reunify and understand their family history and as per program guidelines and other members of the care team.
- Undertake Looking After Children (LAC) requirements for young people and monitoring of relevant documentation.
- Implement current practices in therapeutic interventions for adolescents in care with regard to trauma and attachment.
- Contribute to the development of a comprehensive education, living, social and recreational skills program, as per program guidelines.
- Ensure your practice is in line with the Residential Care Pillars of Practice guidelines and TCI.
- Maintaining and completing professional case notes and submissions of incident reports before shifts end.
- Flexibility to attend different locations and/or housing for shifts as per program requirements.
- Participate in professional development, including a minimum of monthly supervision, training, and learning opportunities.
- Advocate for the young people in our care in a professional manner with key stakeholders to support positive outcomes.
- Role model 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 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.

This position is rostered on a 24/7 roster with outside of standard office hours in order to service the needs of the young people.

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.