
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.

Out of Home Care

As the state's leading provider of out-of-home care services for children and young people aged 0-18, we provide support to children and young people unable to live with their families, and ensure they are safe and nurtured in their home-based care placements. AV provides a full continuum of out of home care services, including foster, kinship and permanent care, and specialised models such as therapeutic foster care. Key aspects of the service include recruitment, assessment and support of caregivers, working with the families of children in placement to support reunification and ongoing family connection, grief and loss work, case management and fulfilling statutory obligations. We support more than 1500 children and young people in care each year. We also aim to support the reunification of families and to keep children connected to their parents, community and identity. Our programs are developed to improve the outcomes for children and young people, as well as the delivery of support, supervision and development of carers.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Out of Home Care
Program:	Out of Home Care
Reports To:	Team Leader
Direct Reports:	May supervise students
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Clients, DFFH, Partnership Organisations, Funding Bodies, Carers, Potential Carers, Local Community
Classification:	SCHADS Level 5

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- Diploma of Community Services, Youth Services or similar.
- Full Victorian Drivers Licence.

Desirable:

- A relevant tertiary qualification in Social Work, Psychology, Youth Work and/or related behavioural sciences at degree level.
- Shared Lives and Step by Step Training.

Knowledge and skills

- Demonstrated understanding of the Department of Families, Fairness and Housing (DFFH) with a particular emphasis on the Child Protection function and legislation with the ability to develop strong working relationships within the protective services field.
- Understanding underlying theories and frameworks e.g., trauma, development and attachment in working with clients that have experienced trauma.
- Experience in providing assessment, support and case support within complex family circumstances in respect to out of home care.
- Ability to effectively manage workloads through effective time management, with the ability to work under general supervision while being a team player in the support of others and the delivery of overall program outcomes.
- Demonstrated ability to devise, utilise and implement a range of casework and assessment intervention strategies.
- Ability to support children, families and carers in the out of home care system with focus on empowering and protecting.
- Ability to communicate, advocate and negotiate for clients and carers.
- Manage own scheduling, case load and reporting of statistical data.
- Well-developed engagement skills and ability to undertake proactive outreach.
- Demonstrated ability to communicate effectively with a range of people, including clients, caregivers and stakeholders both written and verbal.
- Demonstrated willingness to provide advice, coaching and mentoring to more junior employees and students on case issues, legislation or professional requirements.
- Demonstrated ability to work under pressure, manage competing demands and respond/support a client and carer in a crisis situation.

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

- Developing, implementing and managing annual marketing campaign strategies that incorporate, and are linked with, organisational, local, state and national campaigns, as well as develop and implement marketing and publicity initiatives in line with the Home-Based Care Program requirements and AV Strategic Marketing & Communication requirements.
- Developing and maintaining effective relationships with local media, community groups, schools, churches and other agencies/stakeholders etc.
- Playing a lead role in the planning and facilitation of information sessions and education sessions including the coordination of pre-service assessment documentation of prospective foster carer volunteers, adoption and permanent carers.
- Coordinating post accreditation training of carers, determining training needs as well as implementation and evaluation of training, including convening and resourcing the Carer Support Groups and activities, liaising regularly with team leaders in relation to recruitment needs and training.
- Developing specific recruitment strategies for individual children if required, including children with complex needs and sibling groups.
- Participating in the recruitment, marketing training and assessment of prospective Home Base Carer's, including preparation of written assessment reports with recommendations as appropriate and provide assessment reports to the Carer Review and Accreditation Panel.
- Fulfilling program funding obligations in relation to caseload requirements, targets, case recording, data collection.
- Working in line with Department Families Fairness and Housing (DFFH), Department Justice Community Safety (DJCS) Standards and program requirements, including maintaining accurate and complete client records and statistics.
- Establishing, maintaining and working within a collaborative care team approach with relevant internal and external stakeholders, including DFFH - Child Protection, DJCS, Aboriginal & Torres Strait Islander Services, other peak bodies and a range of Allied Health Professionals. To achieve the best outcomes for our children and order to promote integration of the service in the community and to enable the development of best practice in the field.
- Providing day to day support to less experienced employees on inquiries, questions as appropriate, and support student placements through mentoring or taking on a student supervisor role as part of building capability.
- Writing reports for internal and external stakeholders including management, DHHS and DJCS and other relevant bodies as required.
- Working within a collaborative care team approach with relevant internal and external stakeholders, including Child Protection to promote best practice outcomes for children, young people and families.
- Developing good working relationships with Aboriginal and Torres Strait Islander services, families and communities; to ensure stronger outcomes for Aboriginal children and young people and engaging our AV Cultural Advisors to support our young people to connect to culture.

- Making an active commitment to the development and maintenance of a learning environment and cohesive team, through active participation in team meetings, professional development, supervision, case presentations and feedback and reflective practice.

Specific Program Requirements

The following may be required depending on local services and structures:

- Effective managing referrals.
- Undertaking placement matching.
- Options care counselling for adoption services.
- Providing services through the Adoption Information Service to eligible people who are part of an adoption that occurred through past AV services:
 - Providing Adoption Information Services to people seeking information in relation to past adoptions.
 - Liaising with external agencies and professionals as required.
 - Representing the program at external forums/meetings, including those associated with the Adoption Information Service.

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.