
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.

Parish & Emergency Relief

Anglicare Victoria Diocesan and Parish Partnership Program involves members of the community, Parishes and Dioceses across the State working together to provide high quality programs which meet important material and social needs of young people children and families. These programs include Emergency Relief, Financial Counselling, Homeless Support Anglican Criminal Justice Chaplaincy, Neighbourhood Houses, Community Centres, Homework Clubs, advocacy and general support for those in need and disenfranchised. Other programs are developed to address social needs according to regional plans and priorities in consultation with the Anglicare Victoria and the related Dioceses.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Parish & Emergency Relief
Program:	Parish & Emergency Relief
Reports To:	Program Manager or Team Leader
Direct Reports:	Community Support Worker
Internal Stakeholders:	Employees
External Stakeholders:	Clients, Volunteers, Diocesan Employees or Representatives, Partnership Parishes, Schools, Service Providers other support organisations
Classification:	SCHADS Level 5

About You (Key Selection Criteria)

Qualifications

Required:

- Victorian Drivers Licence

Desirable:

- A relevant tertiary qualification in Community Development, Welfare, Youth or similar at degree level or diploma level with substantial relevant experience; or demonstrated practical experience in working with parishes to assist people in need.
- Management qualifications with relevant experience.

Knowledge and skills

- Demonstrated experience in providing advice, support and supervising less experienced employees, establishing an inclusive and engaging environment for all.
- Demonstrated experience in supporting and engaging volunteers in the delivery of programs to vulnerable individuals and families.
- Demonstrated experience in working with or a sound understanding of the Anglican Church, its members, operations and engaging with faith communities.
- Proven ability to develop relationships with key stakeholders, including faith-based organisations, community groups and service providers; to align understanding and commitment in order to deliver positive experiences for vulnerable individuals and families.
- Demonstrated ability to effectively undertake administration tasks associated with the maintenance of community projects and funding, including preparation of submissions, reports of financial documentation, and evaluations with management support.
- Skilled in report writing, record keeping, contribution to presentations an ability to clearly communicate and advocate for positive outcomes to a range of stakeholders both verbally and in written form.
- Intermediate computer skills, including using Microsoft Office suite and teleconferencing applications, such as Zoom, Skype and Microsoft Teams.
- An informed understanding of the impact of the environmental factors affecting client groups that we support in the delivery of our programs, any relevant legislation and regulations pertaining to emergency services and homeless, including sensitive areas such as confidentiality, gender, cultural background, disability, age and sexuality.

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

- Work in partnership with the parishes, agencies and local communities to coordinate existing and new projects, and in the delivery of services.
- Organise regional and Diocesan Anglicare events to raise awareness of social issues, parish partnerships and Anglicare Victoria, and to increase support and engagement within the community through supporting those in need.
- Coordinate the Bishop Anglicare appeal in consultation with Anglicare Victoria, the relevant Diocese Steering Committee, The Bishop and the Registrar of the Diocese.
- Draft media releases for Diocesan publications in collaboration with the AV communications teams in relation to information released to local media that provide information regarding Anglicare-related programs and issues, while ensuring appropriate approvals are received prior to release.
- Develop and maintain strong working relationships with other Anglicare Victoria programs that support the relevant geographical area, Diocese, Anglican parishes, Anglican Criminal Justice Ministry and the Buldau Yiooghen programs.
- Develop a plan in consultation with Diocese, Parishes and local communities to address identified local needs through appropriate community development processes, which delivers a local plan or services to be provided along with agreed and appropriate measurement/evaluation. Developed plans are then required signed off by the AV management.
- Administer and monitor program budget, ensuring appropriate management and utilisation of funds, including preparing relevant budget reports for Management.
- Provide advice, reports and support for meetings of the relevant steering committee, and coordinate the preparation of agendas and minutes to ensure appropriate records.
- Provide appropriate supervision and education to direct reports and support volunteers in the day-to-day operations.
- Be an active participant in external stakeholder meetings as a representative of AV, and when appropriate deliver presentations on behalf of AV.
- To maintain contact with other service providers and agencies in order to promote the integration of the services in the community and also to enable the development of best practice in the field.
- Provide day-to-day support to less experienced employees on responding to inquiries, answering questions as appropriate, and supporting student placements through mentoring or taking on a student supervisor role as part of building capability.

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 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, 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.

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.