

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.

Family Services

Family Services Programs are delivered through a range of tailored services to strengthen families and improve the wellbeing of children, and can include individual, family and group work. These programs aim to increase the capacity of parents to better meet the needs of their children, which leads to better opportunities and outcomes for children. Family Services promotes the safety and wellbeing of children and young people by supporting and empowering families using strength-focused approaches to fully realise their potential. Many families have long histories of involvement with Child Protection and community agencies and require flexible and responsive interventions to promote the best social, emotional, educational and health outcomes for their children.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Family Services
Program:	A range of Programs including Care Hub, Disability Family Services, Family Services Support Services, Future Pathways, Integrated Family Services (FS), Intensive Family Services (IFS), SafeCare etc
Reports To:	Program Manager or similar
Direct Reports:	Practitioners, Senior Practitioners, Support Workers, Specialist Practitioners or similar.
Internal Stakeholders:	All relevant stakeholders to enable service delivery and continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Families, Children, Young People, Government, Partnership Organisations, Funding Bodies, Education Providers, Housing Providers, Community Organisations and Local Community.
Classification:	SCHADS Level 7

About You (Key Selection Criteria)

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.
- Victorian Drivers Licence.

Desirable:

- N/A

Knowledge and skills

- Excellent understanding of Government Policy and Acts in respect to Children, Youth & Family Services, including legislative and policy frameworks.
- Significant experience in Family Services, Child Protection, or similar.
- Excellent knowledge of, and experience in the application of relevant theoretical approaches that underpin practice (including theories of child attachment, development, and abuse) to vulnerable children, young people and families who have multiple and complex needs.
- Demonstrated experience and skills in contributing to creating, developing, and leading a team that is inclusive and engaged, supporting employees to operate to their best potential and providing good quality supervision and managing performance.
- Well-developed skills and experience in delivering, evaluating, and developing programs and services within required timeframes and budget parameters.
- Demonstrated ability to ensure that services are delivered in a child-centred, family focused way, where the safety and wellbeing of children and young people are paramount.
- Demonstrated ability to make decisions regarding case direction and risk management in consultation with practitioners, families, and other key stakeholders.
- Demonstrated ability to work with and manage complex stakeholder relationships including Child Protection and to develop key partnerships including collaborative practice principles.
- Proven interpersonal skills and strong written and verbal communication skills along with excellent time management and experience with multiple software platforms i.e., Office, Teams etc.

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, 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

- Effectively develop and manage your team, including recruiting new employees, responding to employees' day-to-day enquiries, undertaking management actions including formal performance management with employees as required and administration e.g., leave and payroll enquiries, on boarding, induction and leaving AV to ensure that all employees have a good experience at AV.
- Provide day-to-day support, advice and coaching to your team to develop both individuals and the collective team, leading to a team who are engaged with the organisation and feel supported throughout their employment with AV.
- Provide appropriate employee supervision including reflective practice that supports ongoing two-way feedback to celebrate achievements, recognise opportunities for improvement and address areas of concern in respect to employee engagement and/or effectiveness, having a focus on strength based, risk based and trauma informed approach.
- Compile and maintaining up to date and appropriate documentation of supervision, development and wellbeing commitments.
- Ensure the delivery of program services meets or exceeds client requirements, and the desired outcomes are achieved and operate in accordance with the appropriate quality standards and legislative and contractual requirements.
- Plan and allocate work to the appropriate team members and or referrals to other Programs, ensuring the overall workload for the Program with respect to individual, family and group work with clients is appropriate to achieve the desired outcomes.
- Manage the volunteers within the Program area if required in respect to engagement, ensuring compliance requirements, communication, and appropriate supervision.
- Identify, mitigate, and report risk through identified channels and processes while demonstrating and understanding individual, program, and organisational risk, implementing an appropriate sense of urgency in risk reporting.
- Monitor performance targets, outcomes, quality standards in service agreements, legislative and policy requirements, issues of quality-of-care issues, reportable conduct, and complaints.
- Actively gain feedback from families and stakeholders to identify opportunities for improvements.
- Negotiate and advocate on behalf of clients and the program to ensure best practice outcomes are achieved.
- Initiate service improvements within the team and participate in service redevelopment and redesign across the organisation.
- Developing good working relationships with Aboriginal & Torres Strait Islander services, families, and communities; to ensure stronger outcomes for Aboriginal children and young people and engaging our AV Cultural Advisors for cultural support of our young people to connect to culture.
- Effectively manage key stakeholder relationships, internal and external, including Child Protection, partner and/or support organisations etc as applicable to the respective Program.
- Manage and/or liaise with key partners/providers in the delivery of their services to the overall Program requirements which may include Schools, Housing Providers, Community Services Organisations if required for the Program.
- Contribute to the preparation of the program budget in collaboration with the Program Manager, maintaining accountability for the program budget and implementing corrective action as required.
- As required manage and lead other services within your portfolio were required.

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 initiative 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.

This position may require flexibility to perform work outside of standard office hours to service the needs of the client from time to time. By accepting this position, you commit to working within the parameters of such flexibility in agreement with the respective Manager.

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 or Team Leaders 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 ensuring 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 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 contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity 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. 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
- 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.