
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

Providing a range of Residential Services including to Young Women's (safe house and as such address is undisclosed) or Homelessness Youth Refuge that provides crisis accommodation and intensive case management support to clients ranging from 16–24-year, in line with the relevant refuge model. The programs offer short-term accommodation with the goal of sustainable housing upon exit. With clients who leave the programs being then offered time limited outreach support.

The young people who are involved in this program have often experienced abuse and neglect, or family and/or personal and developmental crises. The team works together as part of a therapeutic team to deliver specialist care for each young person within a therapeutic environment. The program addresses issues of homelessness, family conflict, as well as family and/or personal issues. The aim of the program is to provide a safe and secure environment for young people to ensure they have the physical and psychological space to enact positive change in their lives.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Residential Services
Program:	Kirrang Wilam Youth Homelessness Refuge
Reports To:	Senior Team Leader
Direct Reports:	Residential Youth Workers
Internal Stakeholders:	Employees, Managers, Quality & Outcomes, People & Culture, After Hours
External Stakeholders:	Young People, Children, Families, DFFH, Partner Organisations, Service Providers, Contractors, Labour Hire Staff, Community, Emergency Services
Classification:	SCHADS Level 6

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification in Youth Work, Social Work, Psychology, and/or related behavioural sciences at certificate or associate diploma level.
- Current First Aid Certificate including CPR.
- Full Victorian Drivers Licence.

Knowledge and skills

- Significant knowledge of the Homelessness system including relevant legislative and statutory provisions and frameworks, compliance requirements and principles.
- Demonstrated understanding of the needs of young people who are experiencing homelessness, including those who have suffered neglect, abuse, trauma and personal or family crisis.
- Ability to engage young people and where appropriate, their families, in co-operative, goal-directed working relationships aimed at addressing barriers to stable housing within the crisis accommodation period.
- Demonstrated ability to lead a team, set expectations for team and individuals, monitor performance, actively provide feedback and direction and to ensure appropriate development of team members.
- The ability to provide meaningful and effective supervision according to organisational policy and program requirements.
- Excellent time management experience, with the ability to be flexible to the environment in order to effectively manage risks.
- Demonstrated ability to work flexibly to meet the challenging needs of young people.
- Ability to identify, manage and proactively mitigate risks by sound planning, escalation and engagement of key stakeholders.
- Ability to complete case noting to a high standard in line with requirements.
- Significant experience in working with young people living with complex trauma, mental health, disability and substance abuse and with a demonstrated ability to make a positive difference.
- Ability to effectively support young people through crisis using approaches such as Therapeutic Crisis Intervention and provide coaching and support to employees in developing their skills through appropriate supervision and team reflection and planning.

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.
- **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:

Position Title: House Coordinator – Residential Services (inclusive Kirrang Wilam Youth Homelessness Refuge)

Position Number/Version: RESI E AW6 082024 V1.0

Approver: Director Operations

Date: August 2024

Role specific

- Provide leadership, support and supervision to Youth Workers, and play a lead role in the creation of a positive therapeutic culture. Ensuring that new employees are appropriately inducted into the workplace and ongoing feedback to support employees to grow and develop in their role, including regular supervision and appropriate training for all employees.
- Effectively manage team and employee issues as they arise in respect to wellbeing and performance.
- Proactively coordinate employee rosters, including casual and agency staff within the home setting daily expectations/updates.
- Create a positive and supportive environment for the team, ensuring everyone works cooperatively with other employees involved in the care and development of the young person in placement to ensure that routines, community activities, and behavioural expectations are consistently maintained.
- Ensure a culturally safe and respectful environment is provided for young people and employees and that meet the minimum standards with the requirements of relevant legislation ~~and specific legislation for OOHC facilities.~~
- Ensuring that the physical environment is maintained to a high standard that creates a sense of pride in the surroundings for residents. This includes undertaking appropriate cleaning and general tidiness tasks within and around the home on a regular basis.
- Role model behaviours for young people, to learn from and ensure professional boundaries and confidentiality are maintained at all times.
- Ensuring that procedures relating to the house communication book, records of expenditure, reporting and recording of critical incidents, maintaining client files, and all other operational processes and procedures are followed, and all administration is completed.
- Coordinate and contribute to the intake and assessment of young people entering the Refuge
- Develop a nurturing, caring and supportive environment, ensuring the young person's vulnerabilities are identified and addressed in placement. Including ensuring that care is delivered in respect to sensitivity to the needs of young people that identify Aboriginal & Torre Straight Islander and with a Culturally and Linguistically Diverse background.
- Development and maintenance of effective relationships with other agencies, services, networks and supports that exist in the community and using these to support, inform and create independence for the young people in the program.
- Contribute to the development and maintenance of safe, secure and planned environments where the developmental needs of young people are effectively met as per program guidelines.
- Manage the House Budget on a day-to-day basis and ensure appropriate acquittal processes are undertaken, with any issues flagged with the relevant manager.
- Advocate for the young people in our care in a professional manner with key stakeholders to support positive outcomes.
- In liaison with the Therapeutic Specialist (where applicable) and other care team members ensure that staff are aware of, are trained and that they implement appropriate therapeutic interventions and responses are used to work with all children and young people in residential care that promote stability, development and long-term planning.
- Manage and engage with internal and/or external audits.
- Report any incidents of immediate concerns you have in respect to the Health, Safety and Wellbeing of young people or employees or partners to your Manager or via the appropriate reporting system.

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.

It is an inherent requirement of the position to have (and commit to providing) flexibility to perform work outside of rostered hours in order to service the needs of the client. By accepting this position, you commit to working within the parameters of such flexible hours. Should your circumstances change, such that you can no longer commit to providing such flexibility, it is your responsibility to consult with your line manager so that suitable alternatives can be explored.

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.