
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 1700+ 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.

Kirrang Wilam Youth Refuge

Kirrang Wilam is a Government funded crisis accommodation program that accommodates 16-22 year old males and females who are currently homeless. The program offers short-term accommodation for 6-8 weeks and can have up to four females and three males at any given time. Young people who leave the program are then offered time limited outreach support.

The young people who are involved in this program have often suffered through abuse and neglect, or family and/or personal and developmental crises. Staff work 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 men and women 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 Refuge
Reports To:	Team Leader
Direct Reports:	N/A
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 3

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.
- Full Victorian Drivers Licence.

Desirable:

- A relevant tertiary qualification in Youth Work, Social Work, Psychology, and/or related behavioural sciences at degree level.
- Therapeutic Crisis Intervention (TCI) Training.

Knowledge and skills

- Working knowledge of Child Protection legislation and practice in Victoria would be desirable.
- An understanding of the needs of young people who are experiencing homelessness, including those who have suffered neglect, abuse, trauma, mental health issues and personal or family crisis.
- Resilience to work with and support clients who have been exposed to trauma and demonstrate a willingness to apply relevant theoretical approaches that underpin the provision of therapeutic services to vulnerable young people.
- Commitment to the principles and practice of adequate support service access for the most vulnerable and disadvantaged young people and to promoting autonomy and self-determination for young people accessing the program.
- 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.
- Working knowledge of delivering programs and services within required timeframes and budget parameters.
- Basic understanding and knowledge of the importance of approaching issues of confidentiality, gender, cultural background, disability, age and sexuality, with a demonstrated willingness to ongoing learning and engage in a sensitive manner.
Understanding of the MARAM Framework.
- Demonstrated interpersonal, written and verbal communication skills.

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

- Intake and assessment of young people referred to the program as per program guidelines.
- Work as part of a therapeutic rostered youth team providing short term accommodation and intensive case management support for young people aged 17-22 years who are homeless. Ensure the program operates in accordance with service agreements, organisational policies and accepted standards of practice to meet or exceed client requirements and desired outcomes are achieved.
- Ensure that your assigned case load is undertaken (inclusive of YP in the refuge and on outreach), complete weekly case meetings, safety plans where appropriate (AOD, family violence, mental health), liaise with young people's current supports and engage new support network.
- Provide appropriate support of negotiated individual case plans to each client in a safe and secure environment that will enhance a young person's sense of empowerment.
- Work collaboratively to maintain a positive living environment and outcomes for young people at the refuge who are facing multiple and complex challenges.
- In consultation with the young person and other relevant professionals, develop a case plan comprising behavioural indicators, goals and objectives and planned interventions.
- Role model great behaviours for young people, to learn from and ensure professional boundaries are maintained at all times
- Contribute to the development and maintenance of a safe, secure and planned environment wherein residents' developmental needs are effectively met, as per program guidelines.
- Encourage and develop positive working relationships with external organisations including the Government Departments, Indigenous Services and a range of Allied Health Professionals and provide time limited outreach support to young people who have exited the refuge.
- Keeping Team Leader fully briefed about all matters relating to appointee's role in the program and service implementation, maintenance issues, and immediately reporting all critical incidents and issues, and participating in regular supervision.
- Maintain appropriate case file documentation and engage in relevant data collection activities.
- Facilitate care team meetings and maintain necessary documentation requirements.
- Undertake daily household duties.

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.

As appropriate to the level:

- 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) significant flexibility to perform work outside of standard office hours in order to service the needs of the client as part of a 24/7 roster. 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
- report all situations that may adversely impact workplace health and safety
- 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 and linguistic backgrounds
- people of all ages
- people with caring responsibilities
- people with diverse religious beliefs or affiliations.

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 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 and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- 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,
- in line with Anglicare Victoria's Covid 19 Vaccination Policy all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time in line with Anglicare Victoria Policy or as directed by Chief Health Officer.

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.