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### 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.

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### 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.

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### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Family Services
Program:	A range of programs i.e., Breaking the Barriers, Family Services Support Services, Disability Family Services, Functional Family Therapy-YJ, Integrated Family Services (FS), Parents Building Solutions (PBS), Intensive Family Services, Safe Care Family Services Support Services, Homes for Families, Choices, etc or other Family based Programs.
Reports To:	Team Leader or similar.
Direct Reports:	May supervise less experienced employees or student placements.
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:	Level 5

## About You (Key Selection Criteria)

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### Qualifications/Licences

Required:

- A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences with relevant experience; associate diploma with substantial experience; qualifications in more than one discipline; less formal qualifications with specialised skills sufficient to perform at this level; or attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.
- Full Victorian Drivers Licence.
- Qualifications obtained overseas are required to be assessed by the identified industry professional entities for industry relevance and alignment to the Australian Qualifications Framework.

Desirable:

### Knowledge and skills

- Demonstrated ability to conduct comprehensive safety and wellbeing assessments and a commitment to work within the Best Interest Principles as outlined within the Children, Youth and Families Act 2005 and a sound understanding of the Victorian Child Protection system.
- Demonstrated experience in actively engaging vulnerable children, young people and families utilising a child-focused family-centred approach and delivering a range of interventions to improve their outcomes.
- Demonstrated experience in conducting risk and needs assessments and developing and implementing action plans in respect to case management and/or group work, including developing links to appropriate community services.
- Sound understanding of the social context of child development, abuse, neglect and trauma and experience in applying relevant theoretical approaches to deliver outcomes.
- Sound understanding of the Child Protection and welfare system, and experience in collaboration with a range of professionals in a care team approach.
- Well-developed communication skills and ability to manage both internal and external stakeholders at all levels.
- Demonstrated ability to self-reflect, accept feedback, and use supervision opportunities to improve one's practice.
- Excellent written and verbal communication, time management and organisational skills.

### Personal Qualities

- **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.
- **Drive and commitment:** ability to demonstrate 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.
- **Self-Development:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education.

## Your Contribution (Key responsibilities)

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The key contributions in the role are outlined below:

### Role Specific

- Provide case management to clients and respond to their needs through assertive outreach and responding to crises that occur. Using a range of techniques, including being flexible, responsive, strengths-focused and creative to engage with children, young people and families who are reluctant or ambivalent about using support services.
- Undertake comprehensive risk and needs assessments, utilising the Best Interests framework, that identify the safety, stability, development and wellbeing of children and young people involved, and the capacity and constraints of families to make the changes needed to improve outcomes for children and young people.
- Actively commit to the development and maintenance of a positive learning environment and a cohesive multi-disciplinary team.
- Actively participate in team and broader group meetings, professional development, supervision and reflective practice.
- Provide case management and direct interventions (including parenting development) to achieve agreed goals at either individual, family and/or group setting.
- Develop collaborative working relationships with key stakeholders including the care team, Child Protection, Aboriginal organisations, CALD services, disability services, LGBTIQ+ services and other key partner or community organisations, in order to ensure a coordinated approach and to promote the best outcomes for clients.
- Leverage skills and knowledge of other professionals as required to support outcomes and ensure appropriate links to community.
- Focus on reunification of families as appropriate to the Program.
- Adhere to program guidelines and/or funding expectations.
- Support an integrated service system for all families across child and family services, supporting other programs. Contribute to Program improvements and developments to support better outcomes.
- Undertake other duties within capability as directed from time to time.

### 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 and participate in other training and development opportunities as required.
- Fulfil the program obligations regarding caseload requirements, accurate and timely case notes, records, reports, targets and data-input, in line with the service area and function/position requirements.
- Attend and actively participate in 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.

It is an inherent requirement of the position to have (and commit to providing) some flexibility to perform work outside of standard office hours to service the needs of the client. By accepting this position, you commit to working within the parameters of such flexible hours.

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### **Our Commitment to Health, Safety & Wellbeing**

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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.

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### **Our Commitment to Inclusion**

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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.

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### **Our Commitment to Child Safety**

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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

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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.