
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.

After Hours

The After Hours Service supports a range of Anglicare Victoria's programs including, Residential Care, Lead Tenant, Home-Based Care, ICMS, Targeted Care Packages (TCP), Village 21, Youth Refuges and Youth Justice. From time to time the program may support short term projects and exciting new trials that come up from time to time. Through the After Hours Service we provide, remote support and professional guidance to Anglicare Victoria (AV) employees from all Programs and Regions across Victoria and on occasion, young people or parents/family members may also make contact with After Hours for assistance. We also assist with any after hour's placement services for Home Based Care (HBC) and Residential Care, debriefing and support for employees and carers. As required, we support rostering issues that arise, to ensure we have the appropriate employees working in our services. We also ensure that mandatory processes and procedures that need to be adhered to are followed and we liaison with DFFH Afterhours Child Protection Emergency Service (AHCPEs) and other relevant services as necessary.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	24/7 Services
Program:	After Hours Service
Reports To:	Team Leader and maybe directed by afterhours practitioners.
Direct Reports:	May advise and support less experienced employees.
Internal Stakeholders:	Employees, Managers, Quality, 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 5

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care). Alternatively, a relevant tertiary qualification which is recognised under the Residential Care Workforce Training Initiative and a willingness to undertake top up training to meet the qualification requirements of the Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care).
- Current First Aid Certificate.
- Full Victorian Drivers Licence.

Desirable:

- Therapeutic Crisis Intervention (TCI) Training.

Knowledge and skills

- Excellent understanding and experience working within the child protection, placement and support services system, including a sound understanding of relevant legislative and policy framework.
- Ability to demonstrate excellent communication and negotiation skills, both over the phone and in person, in complex and demanding situations.
- Highly developed skills in providing direct care and undertaking in person risk assessment and responding to and managing complex, high risk behaviour of children and young people
- Excellent knowledge of, and experience in the application of relevant theoretical approaches that underpin practice for working with vulnerable children, young people and families.
- Well-developed organisation, written and computer skills.
- Knowledge of computer systems such as CRISSP is advantageous.
- Excellent communication, negotiation and advocacy 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 accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **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

- Be an active part of the Active Outreach lines in the After Hours roster, which is made up of evening (weekday and weekend) hours.
- Provide risk assessment and high-quality direct care to children and young people with trauma based and high-risk behaviours.
- Provide support to staff and volunteers as required.
- Complete timely, accurate and appropriate case notes, CIMS reports and statistical documentation, as well as engage in staff meetings, supervision and other relevant professional forums or training.
- Work with the team to enable continual improvement to the new service.
- Provide immediate outreach response including transport of clients and if required onsite direct care to clients.
- Work collaboratively within a team who delivers a high-quality after hours emergency response to staff, clients and volunteers who present with a range of complex and high risk issues across a range of programs areas.
- To work in collaboration with and communicate where needed with the After Hours Practitioners, to ensure together you prioritise and coordinate your onsite response.
- To contribute to the review and development of program processes, to enable continuous high levels of service and to promote best practice and ongoing quality improvement of the program.

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) significant flexibility to perform work outside of standard office 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:

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Approver: Director Operations
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- 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.