

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, Program Manager or similar
Direct Reports:	May supervise less experienced employees
Internal Stakeholders:	Employees, Managers, Quality, People & Culture, and volunteer carers.
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:

- Full Victorian Drivers Licence.

Desirable:

- Tertiary Qualification at degree level in social work, psychology or behavioural science or equivalent.
- 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)
- Therapeutic Crisis Intervention (TCI) Training.

Knowledge and skills

- Significant experience in Residential Care or similar in working within a Residential House supporting young people and families in out of home care.
- Excellent understanding and experience working within the child protection, placement and support and family service system.
- Demonstrated application and understanding of the DHHS standards for Residential care and associated relevant legislative and policy frameworks.
- Highly developed skills in risk assessment and responding to and managing complex, high risk and critical incidents across statutory and other services.
- Knowledge of, and experience in the application of relevant theoretical approaches that underpin casework practice (including theories of child attachment, development and abuse) to vulnerable children, young people and families.
- Excellent communication, negotiation and advocacy skills.
- Demonstrated ability to work flexibly to meet the challenging need of young people.
- Deep knowledge of trauma and how best to work with young people in Out of Home Care.
- Excellent time management experience, with the ability to be flexible to the environment in order to effectively manage risks.

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

- Provide high quality risk assessment and emergency responses to staff, client and volunteers, across a range of services, including statutory services. This will require both phone and in person responses as required.
- Be an active part of the emergency after hour's roster, which includes evening, weekend and OnCall work, both over the phone and in person when required. This may also include outreach responses as required.
- Conduct risk assessments to determine the current and ongoing risks, as well as negotiate with relevant stakeholders (including but not limited to: DHHS, Police, Hospitals etc.) to implement a response which is in the best interests of all involved.
- 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.
- Provide leadership, support and supervision to residential workers (skills coaches) 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.
- Ensure proactive coordination and rostering of carers within the home which will include regular supervision and daily support.
- Create a positive and supportive environment for the team, ensuring everyone works cooperatively with other employees involved in the care and development of the child or young person in placement to ensure that routines, community activities, and behavioural expectations are consistently maintained and that culturally safe and respectful environment for children, young people and employees.
- Coordinate and contribute to the intake and assessment of children and young people entering residential care and, as required.
- Ensure that 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.
- Participating or input into any internal and external case conferences, planning and review processes, and other meetings as required.
- Ensure that care is delivered in respect to sensitivity to the needs of young people with a culturally and Linguistically Diverse background.
- Provide therapeutically informed support that is in best interest of the young person and aligned to the house model i.e. KEYS, Therapeutic etc.
- Ensure that all Looking After Children (LAC) requirements are adhered too for all children and young people in residential care and are completed in line with DFFH requirements.
- 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.
- Ensure young people are treated with respect, and maintaining a high level of confidentiality at all times.
- Immediate reporting of any safety concerns regarding a young person to the management team.
- Work as part of a broader team to deliver high quality care to young people in out of home care.
- Engage in professional supervision and performance development

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:

- 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, LGBTIQA+, 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.