

YOUTH SERVICES

YOUTH JUSTICE COMMUNITY SUPPORT SERVICE

POSITION DESCRIPTION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Team Leader
Program	Youth Services (Youth Justice Community Support Service, Youth Support Service, Better Futures/Homestretch)
Classification	SCHADS Award Level 7 (Social Worker Class 4) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time
Hours per week	38 hours per week
Duration	Ongoing
Fixed term end date	Not Applicable
Location	Bendigo – the incumbent will be expected to work at key service sites in the North Central Region.
Reporting Relationship	This position reports directly to the Program Manager, Youth and Community Services.
Effective date	October 2021

Overview of program

Anglicare Victoria's Youth Services program is funded by the Department of Families, Fairness and Housing (DFFH) and the Department of Justice and Community Safety (DJCS) to provide a range of Youth Services across the North Central region. The position is responsible for the Youth Justice Community Support Service (YJCSS), Youth Support Service (YSS) and Better Futures & Homestretch services.

The Team Leader Youth Services is a leadership role within the Youth & Community Services Team. It has a portfolio for managing youth activities including:

- Intensive support for Youth Justice Clients, including after-hours support;
- Early intervention and case management aimed at diverting young people from the Youth Justice system;
- Support for young people preparing to leave care and after care support including secondary consultation information and referrals, housing support, education and employment support and community connections;
- Homestretch management and implementation.

This position manages complex services with multiple budgets, funding and brokerage sources. The position will also manage multiple partnerships and key stakeholders. It requires a high level of operational management and leadership, and has the opportunity to influence an environment building on the strengths of young people to create positive and enduring outcomes.

The specified programs to be managed may change over time to reflect organisational needs.

Position Objectives

1.	To coordinate the delivery of a high quality program that provides genuine and positive outcomes for clients.
2.	To work in conjunction with the Program Manager to plan and implement responses in relation to sector and service developments.
3.	To ensure appropriate processes are in place to enable continuous improvement of services and to promote best practice and ongoing quality improvement of the program.
4.	To ensure the program is operated in accordance with service and quality standards, program targets, DFFH and DJCS service agreements, organisational policies and accepted standards of practice.
5.	To provide ongoing support, supervision, performance management, learning and development of team members in this program.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Ensure the delivery of program services meets client requirements and is in accordance with the service agreements and within program budget requirements.
2.	Monitor performance targets, outcomes, quality standards in service agreements, legislative and policy requirements, quality of care issues, reportable conduct and complaints.
3.	Monitor program performance and outcomes through the collection and analysis of service data and implement changes to the operation of the program when required.
4.	Participate in the development and maintenance of quality partnerships with key agencies including the Department of Human Services (DFFH), Department of Justice & Community Safety (DJCS) and other community services providers.
5.	Participate in the professional development and recruitment of staff, including supporting a culture of reflective practice, quality supervision and coaching.
6.	Initiate service improvements and participate in service redevelopment, quality audits and redesign.
7.	Contribute to the preparation of the program budget and work with the Program Manager to maintain accountability for the program budget and implement corrective action as required.
8.	Provide staff supervision, and manage staff performance, and develop team cohesion and effectiveness.
9.	Ensure compliance with team administrative requirements, including those in Preceda, Converg, PageUp, and Riskman.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	<ol style="list-style-type: none"> 1. Tertiary qualifications, preferably in social work, psychology, or behavioural sciences or equivalent, or less formal qualifications with specialised skills to perform at this level. 2. Excellent understanding of the child protection, youth and family service and youth justice system, including legislative and policy framework. 3. Demonstrated 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. 4. Well-developed skills and experience in delivering programs and services within required timeframes and budget parameters. 5. Demonstrated ability to work in partnership with key stakeholders. 6. Demonstrated experience in developing and leading a positive and engaged team environment.
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Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____