
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.

Client Services

Anglicare Victoria (AV) services include a broad range of Family Services, OOHC Placement & Support and Community programs which provide specialist support to disadvantaged and at-risk children/young people, families, and individuals. Client Services at AV leads the growth and development of services to ensure our clients are at the centre of everything we do. Supporting the day-to-day operations, working across the wider organisation or within specific areas or region as required to develop capability, problem solve and manage operational risks through providing leadership, governance, strategic planning, and support to achieve our strategic and operational commitments.

Anglicare Victoria has strategically adopted the globally acclaimed Children and Residential Experiences (CARE) model. This organisational intervention is meticulously crafted to elevate the therapeutic atmosphere within residential services for young people through continuous consultation, comprehensive training, and specialised technical assistance. CARE stands as a trauma-informed, principle-based model, purposefully designed to cultivate conditions conducive to positive change in organisations dedicated to serving children and families. It seamlessly integrates with and complements the established Therapeutic Crisis Intervention (TCI) training.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Client Services
Program:	Client Services
Reports To:	Principal Practitioner
Direct Reports:	Indirect reports and provision of Clinical Supervision, supporting and mentor less experienced employees or students
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model
External Stakeholders:	Clients, Families, Partner Organisations, Service Providers, Government Department
Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications

Required:

- A relevant tertiary qualification, at Bachelor or higher level, in Social Work, Psychology, Occupational Therapy, Clinical Family Therapy, and/or related behavioural sciences.
- Significant clinical and supervisory experience to meet the requirements of the role.
- Eligibility and willingness to gain registration with the applicable professional association.
- Formalised accreditation in providing clinical practice.
- Full Victorian Drivers Licence.

Desirable:

- Post graduate training or accreditation in clinical supervision.
- Accreditation in mental health practice, such as Medicare accreditation

Knowledge and skills

- Ability to develop, implement, review, and evaluate the Clinical Governance Model.
- Extensive knowledge and senior experience in practice and service delivery, within the Child and service systems including relevant legislative and statutory provisions and frameworks, compliance requirements and principles.
- Knowledge and experience in mental health issues experienced by young people and of the mental health system supporting young people including a sound understanding of the Mental Health Act.
- Advanced knowledge of, and demonstrated experience in, the application of relevant theoretical approaches that underpin the provision of therapeutic and clinical services to vulnerable children, young people, and families.
- Advanced skills in providing expert case consultation and advice to other professionals, particularly around trauma, attachment, mental health, disability, substance abuse and sexually harmful behaviours, and developmental assessments.
- Extensive experience in the provision of clinical services including assessment and treatment of children, young people, and their families.
- Ability to take a leadership role in the collaboration with senior child protection workers and other stakeholders in the care of the young person.
- Ability to provide Clinical Supervision and oversight of Clinical Supervision within an organisation to ensure appropriate reflective practice and support for Therapeutic Specialist or similar in both a group and individual setting.
- Demonstrated ability to work closely with program leaders, teams, and practitioners in managing escalated issues internally and with Senior Government stakeholders in the best interests of clients, employees, and the organisation.
- Ability to embed evidence-based models as part of a team through leading good practice, and development of capability across systems, processes, and people, to achieve positive outcomes aligned to fidelity and program requirements.
- Extensive experience in the delivery of child-focussed services, in regard to child and family settings as well as Out of Home Care settings.
- In-depth knowledge and understanding of the principles and challenges of supporting vulnerable children, young people, and families.
- Strong understanding in building capability through learning and development initiatives and approaches and partnering with Learning and Organisational Development function to deliver against plans.

- Experienced or sound knowledge of research, data analysis and evaluation processes to support the organisations ongoing performance and positive outcomes for our clients.
- Excellent communication skills and ability to manage both internal and external stakeholders at all levels.
- Ability to provide Leadership to Residential Services, Therapeutic Specialist across the organisation.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Learning Mindset:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education and creating space for others to develop and grow.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead 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.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

- Lead the development, implementation, and ongoing review and evaluation of effective Clinical Governance Model within Anglicare Victoria for Residential Services.
- Ensure that the requirements of Therapeutical practices are meet in line with Program funding requirements.
- Provide effective Clinical Supervision and oversight of Clinical Supervision within an organisation aligned to Program requirements ensuring appropriate reflective practice and support for Therapeutic Specialist in both a group and individual setting.
- Build effective relationships with key external stakeholders, i.e. funders and partners to enable appropriate escalation of cases that require Senior Leadership intervention and resolution or to partner in improving approaches to support better outcomes for everyone in the Residential Services.
- Support Senior Management with escalated issues and or requirements, play a lead role in working through issues to resolution in respect to Therapeutic Practice.
- Partner with CARE Practice and Performance Lead to embed CARE and TCI evidence-based model through leading good practice, including development of capability across systems, processes, and people, to achieve positive outcomes aligned to fidelity and Program requirements.
- Strong understanding in building capability through learning and development initiatives and approaches and partnering with Learning and Organisational Development function to deliver against plans.
- Undertake research, data analysis and evaluation processes to support the organisations ongoing performance and positive outcomes for our clients.

- Draft reports and undertake evaluation on service delivery in consultation with the Team Leader or Program Manager, utilising data available, client or carer stories and environmental themes/issues impacting or contributing to services or client's presentation for services.
- Provide practice leadership, expert consultation, practice development across Anglicare Victoria for Therapeutic Practices within Residential Care ensuring congruence and alignment from operational and practice perspective.
- Participate actively in Anglicare Victoria's Residential Care Pillars of Practice and Therapeutic Specialist network meetings both internally and externally.
- Lead Continuous Improvement reviews in your practice portfolio area to identify performance trends, best practices, and opportunities for improvement, and develop and implement an improvement plan with appropriate commitment and supports from key stakeholders.
- Facilitate the development of communities of practice model which supports creativity, innovation through effective and collaborative working relationships that support an inclusive environment and ensure that knowledge and best practices is shared for the benefit of employees, Managers, and the organisation in delivering great outcomes.
- Lead the development and implementation of program guidance documentation which will align with service development in the practice area/s within your portfolio to ensure that services meet the quality requirements specified in Anglicare Victoria's policies and standards, funding bodies' program specifications and relevant legislation.
- Work with key internal and external key stakeholder to address any systemic barriers to program success or practice.
- Partner with CARE Practice and Performance Lead to ensure fidelity measures and practice oversight mechanisms across practice areas are in place and appropriate steps are taken with key Leaders to address any emerging issues, celebrate achievements and if required support corrective actions to maintain fidelity in partnership with Program Managers and Regional Directors.
- In consultation with the respective Program Managers and Quality Managers, ensure that services within the practice area portfolio meet the quality requirements and service targets specified in Anglicare Victoria's policies and standards, funding bodies' program specifications and relevant legislation.

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 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.

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 Senior Managers 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.
- drive and implement all workplace health and safety policies and procedures within your area of responsibility.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards.
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee health, safety, and wellbeing by creating a mentally healthy, inclusive, and safe workplace.

If identified as a designated site manager, ensure appropriate emergency management plans are in place, including appropriate skilled employees to meet the minimum requirements of our emergency management response and first aid requirements and emergency evacuation drills are completed in line with requirements outlined in AV procedures and lessons learnt are taken on-board to strengthen future responses.

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.

Senior Managers are to:

- identify and develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies, and procedures
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- collaborate around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc
- participate in the development and implementation of inclusion events and strategies
- role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As a senior manager 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 and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

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 in 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.