
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.

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.

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, Integrated Family Services (FS), Parents Building Solutions (PBS), Intensive Family Services, 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 and/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)

Qualifications/Licences

Required:

- A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and / or related behavioural sciences at degree level or associate diploma level with substantial experience in the relevant service stream.
- 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 experience and sound knowledge of the Child Protection, welfare system and disability sector including NDIS, specifically regarding NDIS planning, advocacy and an understanding of the range of services that support vulnerable families with disability.
- Clear understanding and experience working with vulnerable families with one or more members are experiencing disability, including skills in engagement and holistic assessment of needs and action planning.
- 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*, including demonstrated resilience to work with and support clients.
- Experience in working collaboratively with a range of stakeholders in a care team approach in order to reach the best outcomes for children, young people and families.
- Demonstrated experience in conducting risk and needs assessments and developing, contributing to and/or implementing action plans and/or case management, including developing links to appropriate community services.
- Well-developed communication skills and ability to manage both internal and external stakeholders.
- Well-developed written and verbal communication including negotiation and influencing skills, 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 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.
- **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 (responsibilities)

The key contributions in the role are outlined below:

Role Specific

- Proactively identify and engage with families where there is a disability in either the parent, young person, child or multiple. Conducting a comprehensive family assessment that identify both the disability supports and family supports required to enhance positive family functioning.
- Work closely and collaboratively with key stakeholders, particularly NDIS-funded disability providers, to identify the disability support needs of families, ensuring that funding within the NDIS plan includes the supports required.
- Build relationships with schools to encourage the early identification and early support of families where the complexity of the disability support needs is likely to cause increased family pressure.
- Build the ongoing capacity of Family Services Practitioners within AV and/or within Alliances to support families to navigate the NDIS in order to receive timely access to disability supports.
- Build on family strengths, resilience and parenting capacity by providing flexible and responsive outreach visits to deliver a range of interventions and approaches in a family-centred way. Approaches used will include strong advocacy, creativity and a willingness to source practical solutions that will make a difference to families.
- Make an active commitment to the development and maintenance of a learning environment and a cohesive multi-disciplinary team through team meetings, development, supervision and reflective practice.
- Continue to develop a comprehensive understanding of the NDIS funded supports that can contribute to building family capacity and sustainability of care.
- Adhere to program guidelines and funding expectations.
- 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. 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.

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.