
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.

Community Services

Community Services provides a broad range of integrated and inclusive programs within the local Community for individuals, parents, families, young people and children. Services involve working with families, schools, local organisations and communities to develop and/or deliver services responsive to local needs and that support self-determination, increase family and community capacity and reduce social isolation. Relationships and partnerships with government and other community services enhance our capacity to achieve our vision of an inclusive and connected community.

The Programs range across the state based on local needs, funding from the community and state and federal government including some of the following Programs: Community Justice, Day Living in the Community (D2DL), Gamblers Help, ParentZone, Communities for Children, Victims Assistance Program, Home Interaction Program for Parents (HIPPY), Carer Respite, Homelessness etc. All our Community Services are aimed to deliver better outcomes to children, young people, adults, and families in our community.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Community Services
Program:	Mental Health Pathways etc
Reports To:	Team Leader Community Services
Direct Reports:	Nil
Internal Stakeholders:	Employees, Managers, Students
External Stakeholders:	Government Departments, Community Groups, Clients, Housing Providers, Partner Agencies, Health Organisations
Classification:	Level 5

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification in Social Work, Psychology, Nursing and/or related behavioural science degree with relevant experience; associate diploma with substantial experience; qualifications in more than one discipline; less formal qualifications with specialised skills sufficient to perform at this level; or attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

Desirable:

- Victorian Drivers Licence.

Knowledge and skills

- Resilience to work with and support clients who have been exposed to trauma and have a low prevalence diagnosed mental illness and multiple and complex needs.
- Well-developed communication skills, including written communication and computer literacy, and the capacity to fulfil reporting requirements of the program.
- Ability to develop and sustain partnerships and relationships with clients, families, and professionals in other organisations, with a range of age, gender and cultural groups.
- Sound understanding of the issues related to low prevalence diagnosed mental health and factors that can impact on clients and their families.
- Demonstrated ability to make sound judgements in relation to safety and wellbeing assessments of program participants.
- Demonstrated capacity to work collaboratively within a team, take direction as required and demonstrate initiative as appropriate to the role.
- Ability to self-reflect, take on board feedback, and use supervision opportunities to improve one's practice and leadership.

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

- Work collaboratively with the client to develop case plans, goals, reviews, referrals and support closure in line with the client's goals.
- Engage and work collaboratively with associated practitioners, care teams and relevant community agencies to support a coordinated approach and to ensure best outcomes for the client.
- Provide flexible and responsive individualised support to people who experience mental illness, ensuring a holistic approach to support individuals and their carers to manage within the community inclusive of social, community, therapeutic and housing needs.
- Facilitate client meetings and case management as required in line with Program requirements.
- Provide ongoing support and assistance for clients to participate in and maintain their involvement within a sustainable community support network.
- Extend, promote and facilitate client, carer and family involvement in the delivery and evaluation of the service and/or housing support provision as appropriate to the client circumstances.
- Ensure the timely collection of data to internal and external stakeholders is completed in relation to the appropriate activities for reporting purposes.
- Ensure quality management of client folders in line with service standards.
- Collect data and prepare reports and routine correspondence regarding the operations of the program as required.
- Contribute to service reviews and case study development and improvements to service delivery.

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 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.