
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 1700+ 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.

Out of Home Care

As the state's leading provider of out-of-home care services for children and young people aged 0-18, we provide support to children and young people unable to live with their families, and ensure they are safe and nurtured in their home based care placements. AV provides a full continuum of out of home care services, including foster, kinship and permanent care, and specialized models such as Therapeutic foster care. Key aspects of the service include recruitment, assessment and support of caregivers, working with the families of children in placement to support reunification and ongoing family connection, grief and loss work, case management and fulfilling statutory obligations. We support more than 1500 children and young people care each year. We also aim to support the reunification of families and to keep children connected to their parents, community and identity. Our program are developed to improve the outcomes for children and young people, as well as the delivery of support, supervision and development of carers.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Out of Home Care
Program:	Out of Home Care
Reports To:	Team Leader or Program Manager
Direct Reports:	May supervise more junior employees and students
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Clients, DFFH, Partnership Organisations, Funding Bodies, Carers, Potential Carers, Local Community
Classification:	SCHADS Level 6

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- Associate diploma in Community Services or similar.

Desirable:

- A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level.
- Shared Lives Training and Step by Step Training.
- Full Victorian Drivers Licence.

Knowledge and skills

- Significant experience and or specialist experience i.e., Out of Home Care including on or more of the following areas, Adoption, Permanent Care, Foster Care, Kinship Care, with the ability to work under limited supervision.
- Advanced casework skills and extensive experience in the delivery of case management within a child protection system and creatively respond to the needs of children and young people from a variety of backgrounds and with a range of challenging behaviours.
- Resilience to work with and support clients who have been exposed to trauma, with adaptability, receptiveness to new ideas, and a willingness to step outside of 'the way things are usually done'.
- Ability to lead and facilitate multi-disciplinary care teams in order to develop and implement support plans for children.
- Ability to support families, and carers, respectfully introduce new parenting strategies, model therapeutic responses to challenging behaviours.
- Highly developed skills in respect to communication; influence, advocate, liaise and negotiate for clients and promote best practice in financial counselling services, including managing internal and external stakeholders.
- Highly developed skills in report writing, record keeping, and clearly communicating and advocating requirements and outcomes to a range of stakeholders both verbally and in written form.
- Excellent time management and organisational skills.
- Advanced understanding of the relevant legislation and regulations pertaining to out of home care, including sensitivity to issues of confidentiality, gender, cultural background, disability, age and sexuality.
- Experience in providing advice, support to less experienced employees and taking on supervision of students in respect to day-to-day work allocations and case issues.

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 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 contribution in the role are outlined below:

Role specific

- Provide day to day support to the Team Leader in supporting the effective delivery of services, including managing escalated issues from clients or key stakeholders, assigning and reviewing workloads, supporting capability development for the team, supporting governance requirements including audits and following up on operational issues delegated by the Team Leader.
- Act in the Team Leader position in their absence, applying sound decision making in respect to day to day requirements.
- Provide leadership through undertaking case reviews and the development of case studies to demonstrate impacts, analysis data and identify themes across the Program/s to support ongoing improvements and advocacy at a collective level for consideration.
- Contribute to program development and ensure compliance with Department Standards for Registration of Family and Community Service Organisations (as relevant to whatever placement type in which the child / young person is living). This includes: continuous improvement strategies, program planning, adherence to the Quality Assurance Strategy, program evaluation, client outcomes measurement and program review.
- Draft reports and undertake evaluation on service 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 clients presentation for services.
- Take on complex case load or projects as assigned or identified and provide support through consultation, advice or coaching to other team members complex issues and build skills and capability within the team in line with professional body and AV requirements.
- In line with the Teams scope which may include some or all areas in providing out of home care services i.e. recruitment, placement support, reunification, leaving care or permanent placement:
 - Provide high quality recruitment and casework service, including recruitment carers, matching children with appropriate caregivers and provision of direct support to children, families and caregivers:
 - Lead the care team in supporting the child's placement in care including developing, implementing and reviewing care planning using the 'Looking After Children' framework, and the provision of responsive case work services.
 - Develop effective strategies to support carers and to counteract the impact of abuse related trauma on the behaviour, functioning and emotional state of children and young people in home based care. Provide formal and informal supervision of caregivers in order to sustain healthy, therapeutic placements for the child / young person in their care.
 - Maybe required to partner with other provider's i.e. therapeutic service provider (Australian Childhood Foundation) and other care team members to ensure the development of a therapeutically oriented, culturally appropriate care and placement plan for each child.
 - Facilitate contact between and where appropriate reunification of children and their families.
 - Ensure the timely maintenance or case records, files and coordinating with and reporting to the DFFH in relation to service issues, referrals, case contracting, case reviews, on boarding new Foster Carers etc.
 - Ensure that services are culturally sensitive to diverse client and community needs.
- To proactively engage with other service providers and agencies in order to promote integration of the service in the community and also to enable the development of best practice in the field.

- Establish and maintain collaborative and productive working relationships with current and potential stakeholders and partners, both internally and externally.
- As requested represent the Out of Home Care Program at external forums and/or meetings.

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 in line with AV requirements and also ensuring that you meet the ethical code of conduct as set out by the peak bodies being Financial Counselling Victoria and Financial Counselling Australia.
- 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
- report all situations that may adversely impact workplace health and safety
- 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
- LGBTQI+
- people with disabilities

- people from diverse cultural and linguistic backgrounds
- people of all ages
- people with caring responsibilities
- people with diverse religious beliefs or affiliations.

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 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 and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- 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,
- in line with Anglicare Victoria's Covid 19 Vaccination Policy all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time in line with Anglicare Victoria Policy or as directed by Chief Health Officer.

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.