
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.

Youth Services

Youth Services provides a range of Programs and Services within the Community to support young people in respect to developing connections within the community to supports and local groups, supporting young people to develop independent living skills, work with young people who have experienced the youth justice system and or homelessness. The Programs range across the state but include some of the following Programs, Adolescent Case Management Services, Adolescent Support Program (ASP), Better Futures, COMPASS, Early Intervention, Finding Solutions, Aboriginal Youth Justice, Outreach and Transitional Housing, ReBoot, Support to Adolescents & Relationships, The Garage, Youth Homelessness Services, Youth Justice Community Support Service, Youth Justice Group Conferencing etc. All our Youth Services are aimed to deliver better outcomes to young people in our community that require supports to live independently and gain life skills for better futures.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Youth Services
Program:	Youth Services
Reports To:	Team Leader or similar
Direct Reports:	Nil
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Clients, DoJCS, DFFH, Partnership Organisations, Funding Bodies, Families, Community Organisations and Local Community.
Classification:	SCHADS Level 5

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification in Social Work, Youth Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at diploma level.
- Full Victorian Drivers Licence.

Desirable:

- A relevant tertiary qualification in Social Work, Youth Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level.
- Lived experience is highly desirable.

Knowledge and skills

- Ability to connect and engage with Aboriginal young people, their families and support networks, conduct outreach and implement group activities.
- Understanding issues contributing to youth offending with the ability to develop responses which mitigate this in line with Program requirements.
- Demonstrated knowledge and understanding of Aboriginal history and today's issues through self-determination principals and genuine.
- Demonstrated knowledge of Aboriginal cultural values and the importance of connection.
- Knowledge and understanding of the local Aboriginal community, with reference to young people within the local community.
- Knowledge of the Aboriginal youth justice strategy and the principles that underpin it.
- Understanding of the over-representation of Aboriginal children and young people in the youth Justice system and the many factors contributing to this.
- Demonstrated understanding of the importance of Aboriginal children and young people having their voice heard and advocating for them as necessary.
- Ability to create genuine connections with wide community services professionals and stakeholders.
- Strong understanding of case management principles and experience in the provision of case management.
- Awareness of key mental health issues facing Aboriginal and Torres Strait Islander young people and the impact of intergenerational trauma.
- Demonstrated awareness and commitment to service delivery and its links to social justice and other issues I.e., Mental Health, Trauma etc.
- Ability to liaise and work cooperatively with a wide range of professionals within the agency and in the wider local community.
- Good organisational and time management skills, and ability to be work under general supervision.
- Sound written, analytical, problem solving and computer skills, and the ability to communicate appropriately in a range of contexts.
- High level administrative skills and attention to detail to accurately record client files.
- Ability to engage internally and externally for the right outcomes for clients.

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.
- **Culture:** a willingness to share your culture that supports a greater understanding of Aboriginal cultural values and respect.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role Specific

- Support and supervise Aboriginal & Torres Strait Islander young people on Youth Justice Orders and provide a high-quality service.
- Support Aboriginal young people at risk of entering the Youth Justice system and develop programs and support services to divert them away from of this system.
- Develop and implement a range of programs and activities for Aboriginal young people including a scheduled combination of recreational, cultural, educational, and other activities.
- Support clients in developing and implementing their own Aboriginal Cultural Support Plan and encouraging cultural connectedness
- Work alongside the clients existing support network - family and external care team, including Youth Justice case management, applying a cultural lens.
- Ensure that service delivery is focused on the needs of the service users and that it occurs within the constraints of budget and Service Agreement parameters.
- Assist in the management of statistical data and data entry as required by the organisation and funding body.
- Collaborate and contribute to the Program development and review with Team Leader.
- Foster and maintain a commitment to service provision that meets all legislation, Government and Anglicare Victoria policies, procedures as well as Funding and Service Agreements.
- Build and maintain effective relationships including liaison, negotiation, and consultation with key stakeholders.
- Advocate to ensure silenced and stigmatised Aboriginal young people have their voices heard to actively support self-determination principles.
- Work in a way that supports the guiding principles of partnership and the self-determination principles of the Aboriginal Youth Justice strategy of Wirkara Kulpa.
- Monitor service performance and outcomes through the collection and analysis of service data.
- Other duties as required and directed by the respective Manager.

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.

It is an inherent requirement of the position to have (and commit to providing) significant 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. 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
- 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.