

### 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.

### Residential Services

Anglicare Victoria's Residential Services Program provides accommodation and support for children/young people up to the age of 18 years requiring placement within a Residential Care setting. Within Residential Services we have a number of programs including TRC's (Therapeutic Residential Care) and Keep Embracing Your Success (KEYS).

Our Residential Services Teams support children and young people in a home setting. This provides the young people with 24/7 support, involving everything you might expect when caring for young people. This ranges from creating a stable, nurturing and safe home environment, to supporting young people who, as a result of significant past trauma, may have challenges with expressing emotion and dealing with the challenges of daily life.

The program operates as part of an integrated service response aimed at addressing protective issues, court dispositions covered by the Children and Young Person's Act, issues of family conflict, or family and/or personal and developmental crises.

### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	24/7 Services
Program:	Residential Services
Reports To:	Program Manager
Direct Reports:	N/A
Internal Stakeholders:	Employees, Managers, Quality & Outcomes, People & Culture, After Hours
External Stakeholders:	Young People, Children, Families, DFFH, Partner Organisations, Service Providers, Community, Emergency Services
Classification:	SCHADS Level 8

## About You (Key Selection Criteria)

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### Qualifications/Licences

Required:

- Bachelor of Applied Science (OT), Bachelor or Master of Occupational Therapy, Master of Psychology, Bachelor or Master of Social Work, Masters Family therapy and eligibility for registration with the applicable professional association.
- Victoria Driver's License.

Desirable:

- Formalised accreditation in providing clinical practice, such as Medicare accreditation.

### Knowledge and skills

- Substantial experience in working with young people living with complex trauma, mental health, disability and substance abuse and with a demonstrated ability to make a positive difference.
- Ability to conduct a file review and create a comprehensive therapeutic assessment including analysis, formulations, and recommendations for care of the Young Person.
- Knowledge and experience in the Child Protection and Out-Of-Home Care 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.
- Excellent knowledge of and demonstrated experience in the application of relevant theoretical approaches that underpin the provision of therapeutic services to vulnerable children, young people and families.
- Excellent skills in providing expert case consultation and advice to other professionals, particularly around trauma, attachment and development assessments.
- Substantial experience in the provision of clinical services including assessment and treatment of children, young people and their families.
- Systemic skills in working collaboratively and effectively with our partners such as Child Protection and mental health services.

### 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, through participating in workshops and conferences, through 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)

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The key contributions in the role are outlined below:

### Role specific

- Work collaboratively with the multi-disciplinary team and provide expert integrative support to the House Coordinator, Case Manager and Residential Youth Workers across the relevant Residential Program/s in relation to young people using a trauma informed practice.
- Develop strategies in collaboration with residential carers to ensure children and young people are successfully transitioned and integrated into the home.
- Conduct thorough assessments and develop a therapeutic treatment plan for each child or young person that is reviewed and regularly updated:
- Overseeing SDQ and HoNOSCA assessments for all young people upon entry to the home and thereafter, in doing so using assessment results to coordinate annual reporting regarding the outcomes for young people.
- Conduct consultations and provide case practice advice, including risk assessment and risk management including guiding residential carers in the therapeutic care of the children and young people so they gain a full understanding of the processes of recovery and the best therapeutic responses they will need to provide (utilising a trauma informed and TCI framework).
- Promote the active participation of children and young people in developmentally appropriate decision-making about the operations of the home and their own therapeutic treatment plan
- Assisting residential carers to have sensitive, reparative interactions with children and young people through reflective practice to enhance carers' understanding of the interpersonal aspects of providing therapeutic care and their capacity to self-manage their own responses so they can remain consistent in their approaches.
- Support staff to respond to crisis situations (incidents) in a non-blaming and trauma informed way and help residential carers to reflect on the triggers and other dynamics associated with the incident.
- Partner with key partner organisations i.e., Health, Mental Health etc. participate in facilitating regular clinical reviews and Care Team Meetings for young people, and participate in all relevant internal meetings around partner meetings in respect to issues experienced by young people within the relevant Residential Services Program/s.
- Work collaboratively with and provide expert integrative support to the Team Leader, House Coordinator, Skills Coaches, Case Managers, TEACHaR, Community Engagement officer, drug and alcohol workers and young people to assist safety and relational engagement for the young people.
- Lead reflective practice sessions with TRC staff to support a cohesive team culture, to problem-solve and to collaboratively develop and review strategies and approaches that promote children and young people's healing and progress towards desired outcomes.
- Ensure that the relevant Residential Service Program/s guidelines are upheld and meet service and quality standards, targets, and legislative and policy requirements.
- Collaborate with the Senior Team Leader to advocate for the young people in our care in a Professional manner with key stakeholders to support positive outcomes.
- Active participant with the Senior RESI leadership team (RD, PM and TL's) of the region to provide a therapeutic lens in the decision making and problem solving for the young people.
- In liaison with the Senior Team Leader, support the upskilling of Residential Youth Workers through coaching, mentoring, clinical supervision and reflective practice at an individual and team level, in coordination with Program Management.
- In liaison with the Program Manager and Senior Team Leader facilitate training for professionals and care team members in trauma-informed therapeutic approaches to out-of-home care to build capability. Including reviewing changes as a result of training in knowledge and practice overtime.

- Report any incidents of immediate concerns you have in respect to the Health, Safety and Wellbeing of young people or employees or partners to your manager or via the appropriate reporting system.
- Liaise and guide CSO's, DFFH officers and broader stakeholders to develop consistent approaches to planning and working with individual children and young people.
- Develop service partnerships and linkages to promote joint therapeutic work, particularly with relevant Aboriginal services
- Collate and disseminate advice about 'what works' in providing good quality therapeutic care via provision of written materials and training.

## 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.
- 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.

## Our Commitment to Health, Safety & Wellbeing

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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

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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.

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

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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

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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.