

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

Anglicare Victoria (AV) services include a broad range of Family Services, OOH Placement & Support and Community programs which provide specialist support to disadvantaged and at-risk children/young people, families and individuals. Client Services at AV leads the growth and development of services to ensure our clients are at the centre of everything we do. Supporting the day-to-day operations, working across the wider organisation or within specific areas or region as required to develop capability, problem solve and manage operational risks through providing leadership, governance, strategic planning and support to achieve our strategic and operational commitments.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Community Services, Youth Services
Program:	Community Services and Youth Services
Reports To:	Team Leader or similar.
Direct Reports:	Nil
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:	SCHADS 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 with relevant experience or less formal qualifications with specialised skills sufficient to perform at this level to undertake the range of activities required.
- Victorian Drivers Licence.

Knowledge and skills

- Demonstrated experience in delivering services in the welfare, youth, emergency relief, natural disaster or homelessness sector.
- Demonstrated ability to understand and responding to clients' needs, in order to deliver and adapt services in line with organisational frameworks to support client outcomes.
- Demonstrated interpersonal, written and verbal communication, negotiation and advocacy skills.
- Strong knowledge of the services offered to people that are experiencing homelessness or disenfranchised in the welfare sector including the impact of environmental factors affecting homelessness and emergency relief etc.
- Ability to create a safe and respectful environment to support good outcomes.
- Ability to create and maintain effective and collaborative working relationships.
- Demonstrated time management, organisation and planning skills.
- Good level of attention to detail, accuracy in recording information and working within practice and service guidelines. Whilst contributing to improvement of practice and service guidelines.
- Commitment to social justice principals and alignment to the mission of Anglicare Victoria.
- Ability to research in order to provide appropriate information to clients for connecting services.
- Sound Knowledge and understanding of the relevant legislation and regulations pertaining to including sensitivity to issues of confidentiality, gender, cultural background, disability, age and sexuality, with a demonstrated willingness to ongoing learning.
- Demonstrated Experienced in to report writing, record keeping, and other computer skills, including teleconferencing applications such as Zoom, Skype and Microsoft Teams.

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

- Assist clients by accessing and understanding their short and longer term needs and support them by providing the appropriate services.
- Provide access to individuals and families requiring AV community and homelessness services to our services ensuring they are delivered in a supportive, safe, inclusive and welcoming environment.
- Provide supports to clients in line with service offering in respect to vouchers, food, purchases, bill payments, cards etc. ensuring they are distributed in line with AV procedures and appropriately stored, issued and records maintained.
- Support clients in respect to planning, connections and advocacy to assist in the positive changes in their lives.
- Encourage the development of inclusive communities by facilitating linkages between clients and wider community groups i.e., networks, community support groups, education and facilitating referral to other services and broader community support services to address client needs.
- Develop clients understanding, confidence and skills to enable them to access resources via participation in local service planning and more active participation in the community.
- Advocate for people who experience discrimination, disadvantage, isolation in the appropriate meetings and forums to influence change.
- Liaise and work in cooperation with other agencies and those assisting clients with emergency relief, homelessness, etc. to enable positive outcomes.
- To participate in professional development activities in order to develop skills appropriate to the demands of this position and future positions. This includes gaining knowledge about legislative and other changes that impact on the client group.
- To maintain contact 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.

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) 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.