AFTER HOURS ACTIVE OUTREACH

AFTER HOURS SERVICE

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.





Position details

Position	After Hours Active Outreach
Program	After Hours Service
Classification	SCHADS Award Level 5 (Social Worker Class 2) (Classification year will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Various evening hours and weekends
Hours per week	Casual
Location	This role is primarily outreach and is based in Bendigo
Reporting Relationship	Team Leaders After Hours Service, however during shifts will also be required to be directed by After Hours Practitioners.
Effective date	May 2021

Overview of program

Anglicare Victoria have established a new After Hours response service, which provides an out of business hours crisis response to relevant program areas. Programs include, but not limited to Residential Care, Home Based Care, Lead Tenant, Youth Refuges, Targeted Care Packages.

This After Hours Service provides high quality risk assessment, advocacy, and coordinates and manages any complex issues which arise out of business hours.

This support is provided to clients, staff and volunteers and will primarily be provided in person.

This is an exciting opportunity to be a part of a new program approach, where there will be ongoing review and refinement and development.

Position Objectives

The Active Outreach role, will attend where an onsite presence is required.

1.	Be part of a team who delivers a high quality afterhours emergency response to staff, clients and volunteers who present with a range of complex and high risk issues across a range of programs areas.
2.	Provide immediate outreach response including transport of clients and if required onsite direct care to clients.
3.	To work within a professional framework and complete timely accurate and professional documentation as required.
4.	To work in collaboration with and communicate where needed with the After Hours Practitioners, to ensure together you prioritise and coordinate your onsite response.

5.	To contribute to the review and development of program processes, to enable continuous high levels of service and to promote best practice and ongoing quality improvement of the program.
6.	Engage in professional supervision and performance development.

Key responsibilities

The key responsibilities include, but are not limited to:

1.	Be an active part of the Active Outreach lines in the After Hours roster, which is made up of evening (weekday and weekend) hours.
2.	Provide risk assessment and high quality direct care to children and young people with trauma based and high risk behaviours.
3.	Provide support to staff and volunteers as required.
4.	Complete timely, accurate and appropriate case notes, CIMS reports and statistical documentation, as well as engage in staff meetings, supervision and other relevant professional forums or training.
5.	Work with the team to enable continual improvement to the new service.
6.	Other duties as required.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements ***and*** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to ***both*** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

	1. Tertiary qualifications, with a minimum of IV in Community Services (Protective Care).
	2. Excellent understanding and experience working within the child protection, placement and support services system, including a sound understanding of relevant legislative and policy framework.
	3. Ability to demonstrate excellent communication and negotiation skills, both over the phone and in person, in complex and demanding situations.
	4. Highly developed skills in providing direct care and undertaking in person risk assessment and responding to and managing complex, high risk behaviour of children and young people.
	5. Excellent knowledge of, and experience in the application of relevant theoretical approaches that underpin practice for working with vulnerable children, young people and families.
	6. Well-developed organisation, written and computer skills. Knowledge of computer systems such as CRISSP is advantageous.

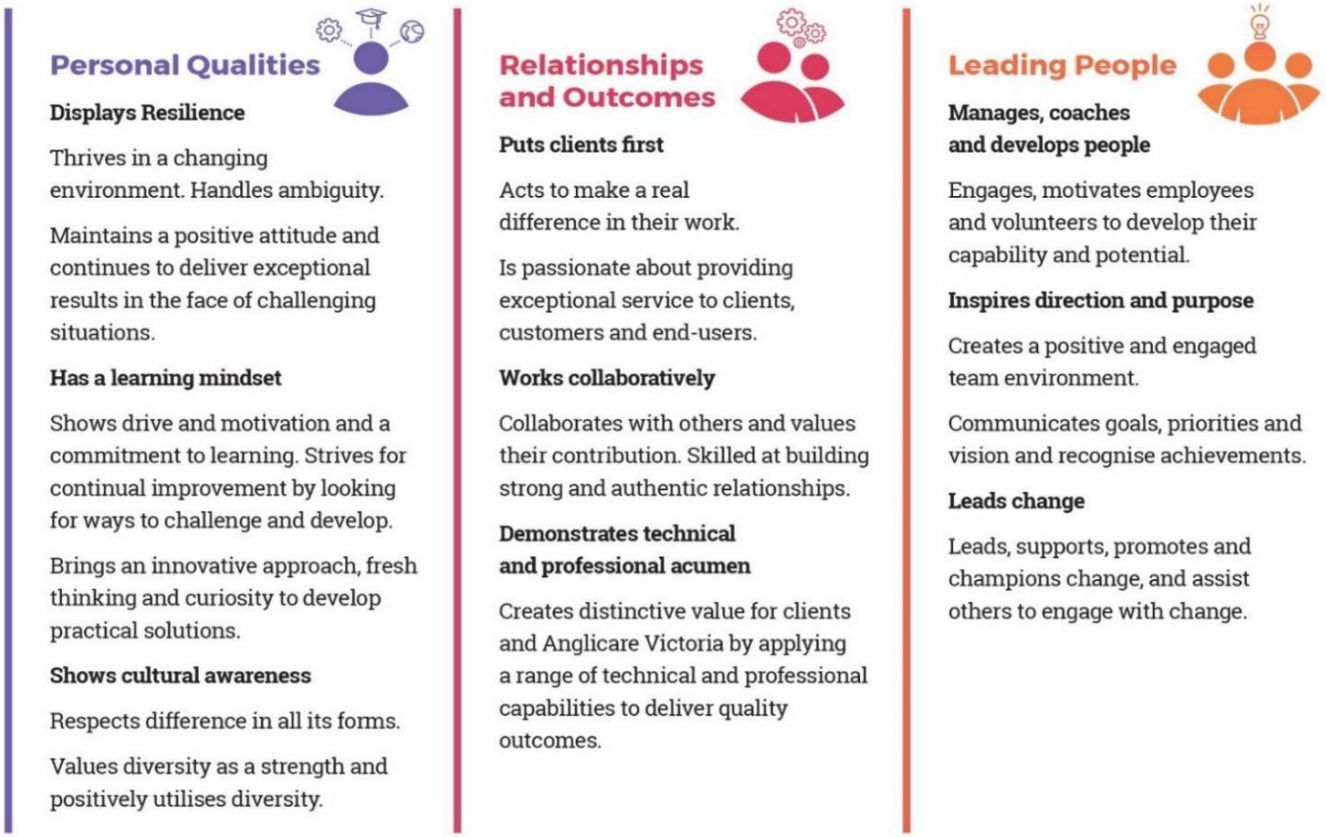
Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.



Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the SCHADS Award. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____