

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.

Family Services

Family Services Programs are delivered through a range of tailored services to strengthen families and improve the wellbeing of children, and can include individual, family and group work. These programs aim to increase the capacity of parents to better meet the needs of their children, which leads to better opportunities and outcomes for children. Family Services promotes the safety and wellbeing of children and young people by supporting and empowering families using strength-focused approaches to fully realise their potential. Many families have long histories of involvement with Child Protection and community agencies and require flexible and responsive interventions to promote the best social, emotional, educational and health outcomes for their children.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Family Services
Program:	Care Hub, Changing Futures, Disability Family Services, Family Services Support Services, Functional Family Therapy-YJ, Integrated Family Services (FS), Homes for Families, Intensive Family Services, Choices, SafeCare etc
Reports To:	Team Leader or similar
Direct Reports:	May supervise student placements
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:	Level 6

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 substantial experience; post graduate qualification; associate diploma with substantial experience; attained through previous appointments, service and/or study with a combination of experience, expertise, and competence sufficient to perform the duties required at this level.
- Qualifications obtained overseas are required to be assessed by the identified industry professional entities for industry relevance and alignment to the Australian Qualifications Framework.
- Full Victorian Drivers Licence.

Desirable:

- Safe & Together Training

Knowledge and skills

- Excellent understanding of the family violence system and the impact of family violence on women, children and men. Along with the ability to provide therapeutic education around the impact family violence has on women, children and family functioning.
- Significant knowledge and experience in providing family violence informed practice interventions to improve safety and enhance family functioning with families who have multiple and complex needs and who are impacted by family violence. Demonstrated capacity to assess needs and risk and develop safety plans regarding adult and child victim survivors. Demonstrated experience providing interventions with people who use violence.
- Significant knowledge and experience in the use of current and relevant legislative frameworks such as the Multi-Agency Risk Assessment and Management (MARAM) Framework and Information Sharing Schemes.
- Demonstrated ability to work collaboratively with a diverse range of stakeholders to reach the best outcomes for children, young people and families.
- Apply a contemporary intersectional lens to working with people who use violence, preferably in the context of working with complex and vulnerable families.
- Demonstrated awareness and commitment to working within the 'Best Interest Principles' outlined within the *Children, Youth and Families Act 2005* and a sound understanding of the Victorian Child Protection system.
- Demonstrated resilience to work with and support clients who have been exposed to trauma, violence or neglect.
- Excellent skills in managing internal and external stakeholders at all levels.
- Excellent written and verbal communication, time management and organisational skills.
- Ability to self-reflect, accept and provide constructive feedback in developing others and to use supervision opportunities to improve one's practice and leadership.
- Demonstrated ability in drive improvements in either work practices, processes and/or systems to improve organisational or client outcomes.

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

- Actively engage with children, young people and parent victim survivors experiencing family violence by partnering with them, and by being flexible, responsive, strengths-focused and creative. Establish working relationships which demonstrate respect and honest communication, particularly about protective concerns and consequences and provide a service that ensures the person using violence is held accountable and kept in view.
- Undertake regular risk and needs assessments and case management utilising the MARAM Framework, Information Sharing Schemes and Best Interests Framework focusing on the safety, stability, development and wellbeing of children and young people in their family home. When requested by the Team Leader, work with clients where there is greater complexity and/or provide support to less experienced employees.
- Provide case management interventions to children, young people and parent victim survivors to promote their safety and wellbeing and to achieve agreed goals, including therapeutic education regarding impacts of violence. Where appropriate, provide interventions with parents who use violence to hold them accountable for their behaviour and to raise awareness of the impacts of family violence on their children with the aim of supporting better parenting choices and creating safety within their parenting skills.
- Work collaboratively with Child Protection, Aboriginal organisations, other professionals including relevant stakeholders in the family violence sector and families' broader social networks to ensure a coordinated and collaborative approach to services for children, young people and families.
- Work with Family Violence programs to link people using violence with appropriate community supports re: issues relating to family violence, substance abuse, disability, social isolation, mental and/or physical health issues, whilst providing support to mothers as appropriate.
- Under the direction of the Team Leader and within the capacity of the role, provide family violence consultations to Family Services practitioners within the Program and provide recommendations for practice. Actively support capacity building regarding responses to family violence and reflective practice within the program.
- Fulfil the program obligation regarding case load requirements, guidelines, funding expectations, targets, case recording, statistics, and other data collection.

- Actively contribute to the development and maintenance of a positive learning environment and cohesive multi-disciplinary team. Participate in team and broader group meetings, professional development, supervision and reflective practice.
- Providing 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.
- Drafting 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 client's presentation for services.
- Proactively engaging with other service providers, stakeholders, and agencies to promote integration of the service in the community and to enable the development of best practice in the field.
- Apply sound decision making in respect to day-to-day program requirements.

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, 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

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.