
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:	Program Manager or similar
Direct Reports:	Senior Case Managers, Case Managers, Youth Workers or Similar.
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Clients, DFFH, Education Department, Partnership Organisations, Funding Bodies, Families, Community Organisations and Local Community.
Classification:	SCHADS Level 7

About You (Key Selection Criteria)

Qualifications

Required:

- A relevant tertiary qualification at Diploma level in Social Work, Youth Work, Psychology, Early Childhood Specialist, Education and/or behavioural Science with substantial experience to meet the requirements of the role.
- Victorian Drivers Licence.

Desirable:

- A relevant Tertiary qualification at Degree level in Social Work, Youth Work, Psychology, Early Childhood Specialist, Education and/or behavioural Science

Knowledge and skills

- Excellent understanding of Government Policy in respect to Children, Youth & Family Services, Homelessness and/or Education including legislative and policy frameworks.
- Significant experience in Youth Services, Education, Homelessness, Community Services or similar.
- Well-developed skills and experience in delivering programs and services within required timeframes and budget parameters.
- Demonstrated ability to work with and manage complex stakeholder relationships and develop key partnerships including collaborative practice principles.
- Understanding or experience in working in or with schools, including issues effecting school engagement and supporting young people re-engage with education. With a commitment to supporting young people engage in their education for the future.
- Demonstrated experience in creating, developing, and leading a team (employee and volunteers) that is inclusive and engaged, supporting employees to operate to their best potential.
- Excellent knowledge of, and experience in the application of relevant theoretical approaches that underpin casework practice (including theories of child attachment, development, and abuse) to vulnerable children, young people, and families.
- Proven interpersonal skills and strong written and verbal communication skills along with excellent time management and experience with multiple software platforms I.e., Office, Teams etc.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own 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 and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

- Effectively develop and manage your team, including recruiting new employees, responding to employees' day-to-day enquiries, undertaking management actions and administration e.g., leave and payroll enquiries, off boarding and induction to ensure that all employees have a good experience at AV.
- Providing day-to-day support, advice and coaching to your team to develop both individuals and the collective team, leading to a team that are engaged with the organisation and feel supported throughout their time with AV.
- Providing appropriate employee supervision including reflective practice that supports ongoing two-way feedback to celebrate achievements, recognise opportunities for improvement and address areas of concern in respect to employee engagement and/or effectiveness. With a focus on strength based and trauma informed approach.
- Compiling and maintaining up to date and appropriate documentation of supervision, development, and wellbeing commitments.
- Fostering and promoting an environment and culture within the team that is safe, inclusive, professional, trustworthy, and service-focused.
- Ensuring the delivery of program services meets or exceeds client requirements, and the desired outcomes are achieved and operates in accordance with quality standards and the appropriate legislative and contractual requirements.
- Provide allocation of young people to the appropriate team members and or referrals to other Programs, ensure the overall case management for clients is appropriate to achieve desired outcomes i.e., stable housing, improved health, reduction of offending behaviour as applicable to the program.
- Monitoring performance targets, outcomes, quality standards in service agreements, legislative and policy requirements, issues of quality-of-care issues, reportable conduct, and complaints. And implementing operational changes as required in consultation with Program Manager.
- Participating in the development and maintenance of quality partnerships with key agencies including funding bodies, housing providers and other community services providers as appropriate.
- Initiating service improvements within the team and participate in service redevelopment and redesign across the organisation.
- Negotiating and advocating on behalf of clients and the program to ensure best outcomes are achieved.
- Identifying, mitigating, and reporting risk through identified channels and processes while demonstrating and understanding individual, program, and organisational risk, implementing an appropriate sense of urgency in risk reporting.
- Developing good working relationships with Aboriginal & Torres Strait Islander services, families, and communities; to ensure stronger outcomes for Aboriginal children and young people and engaging our AV Cultural Advisors for cultural support of our young people to connect to culture.
- Effectively managing key stakeholder relationships internal and external stakeholders, including Department of Families, Fairness and Housing, Department Justice, and Community Safety, Aboriginal and Torres Strait Islander Services, other peak bodies, and a range of Allied Health Professionals to achieve the best outcomes.
- Contributing to the preparation of the program budget with the Program Manager and maintaining accountability for the program budget and implementing corrective action as required.
- As required manage and lead other services where required.

General

- Ensuring familiarity and compliance with all governance, policies, and procedures.
- Adhering to all legislation, program requirements and relevant procedures relating to service provision.
- Undertaking 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.
- Maintaining appropriate and accurate case notes, records, reports, and data-input, in line with the service area and function/position requirements.
- Attending client meetings, team meetings, workshops, and conferences, as required.
- Ensuring privacy and confidentiality is upheld at all times.
- Professionally represent AV and our services at forums, meetings, and training with external agencies.
- Contributing to the development of continuous improvement and initiative strategies.
- Embracing 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.

This position may require flexibility to perform work outside of standard office hours i.e., Monday to Friday in order to service the needs of the client or from time-to-time weekends to support community events, training carers etc. You are comfortable working with the team and clients to meet these requirements as they arise and are agreeable to enable a level of flexible in 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 Managers or Team Leaders 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 ensuring they are implemented and followed.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.

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 contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion; and
- raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies, and procedures
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- seek out support around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc.
- participate in the development and implementation of inclusion events and strategies.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As a manager 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 in 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.