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### 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.

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### 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, Keep Embracing Your Success (KEYS) and Therapeutic Programs.

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.

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### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Residential Services
Program:	Residential Services
Reports To:	Senior Team Leader
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, Contractors, Labour Hire Staff, Community, Emergency Services
Classification:	SCHADS Level 5

## About You (Key Selection Criteria)

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### Qualifications/Licences

Required:

- Diploma in Youth Work, Social Work, Outdoor Education, Sports and Recreation, Community Services or equivalent. OR Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care).
- Full Victorian Drivers Licence.

Desirable:

- A relevant tertiary qualification in Social Work, Youth Work, Psychology and/or related behavioural sciences at degree level, which is recognized under the Residential Care Workforce Training Initiative and a willingness to undertake top up training to meet the qualification requirements of the Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care).
- Therapeutic Crisis Intervention (TCI) Training.

### Knowledge and skills

- Significant experience and competence in working with young people to set goals and achieve changes, through linking into community and resources.
- Experienced in working directly with young people to build their social, emotional and life skills.
- 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.
- Experience providing tailored community engagement support to meet individual needs of high-risk young people.
- Experienced working within residential services.
- Strong interpersonal and communication skills, with the ability to develop effective partnership and working relationships with external services.
- Resilience and skill to engage and work with young people who have experienced significant trauma, violence and neglect.
- Sound understanding Mental Health Act.

### 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, exposure through participating in events, 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

- Working within a multi-disciplinary team to support young people with complex trauma to transition into longer term and less intensive placement options, inclusive of family, kinship care, home based care, or independent living arrangements in line with KEYS Program Model.
- Work closely with the Case Manager, Residential Skills Coaches, multi-disciplinary team/partners, care team members and external agencies to promote engagement and achieve positive outcomes for young people in line with their case plan and KEY Program requirements.
- Undertake initial and ongoing living skills assessment and ECO map assessment in line with defined Program requirements.
- Work with young people through a staged approach to community connection and inclusion, including engagement, exploring strengths, interests, aspirations and setting goals. And then working with young people on skill development and engaging and connecting with natural supports that support transition planning, closure and on-going self-management in line with the KEYS model.
- On a weekly basis work with each young person coaching and mentoring to support young people in building practical life skills and community connections that promote opportunities for employment, education, housing and social participation in line with KEYS model.
- Support young people to be at the centre of all the decisions, goals and plans whilst in Residential Services and in transition to independent living in line with KEYS Model requirements.
- Actively engage with and 'stick with' vulnerable young people in the KEYS Program who are facing multiple and complex challenges to support them in setting goals for their future.
- Research and develop links to a suite of community resources that enhance opportunities for young people and build the capacity of young people and members of their care team to engage with these resources.
- Take a lead role in identifying and creating pathways to community resources that will enhance opportunities for young people in KEYS, sharing these with young people, staff and members of the care team.
- Support and encourage young people to become connected to groups and community activities in accordance with the young person's interests.
- Contribute to the development and maintenance of a safe, secure and planned environment where in young people's developmental needs are met.
- Advocate for the young people in our care in a Professional manner with key stakeholders to support positive outcomes.
- Accurately update and maintain client information, in accordance with Departmental guidelines, program guidelines and Anglicare Victoria privacy and confidentiality policies. Complete incident reports and associated follow-up within Anglicare Victoria's risk management and reporting frameworks and timelines.
- Pro-actively participate in team meetings, supervision and the development of an effective program and positive team culture, working closely with all members of KEYS multi-disciplinary team.
- Participate in data collection to inform detailed evaluation of the program, including completion of Ecomaps and living skills assessments
- Role model great behaviours for young people, to learn from and ensure professional boundaries are maintained at all times.
- 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.

## 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.

It is an inherent requirement of the position to have (and commit to providing) flexibility to perform work outside of standard office hours in order to service the needs of the client. By accepting this position, you commit to working within the parameters of such flexible hours.

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### 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.

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### 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, 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.

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### **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.

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### **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.