
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.

Client 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:	Various Services
Program:	Various Program
Reports To:	Program Manager or similar
Direct Reports:	Youth Workers, Youth Outreach Practitioners
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 6

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification in Social Work, Youth Work, Psychology and/or related behavioural sciences at degree level
- Full Victorian Drivers Licence.

Desirable:

- Tertiary Qualification at degree level in social work, psychology, behavioural science or equivalent.
- Management qualification i.e. Diploma in Management.
- Therapeutic Crisis Intervention (TCI) Training.

Knowledge and skills

- Significant experience working with at risk young people and their families..
- Knowledge of, and experience in the application of relevant theoretical approaches that underpin practice (including theories of child attachment, development and abuse) to vulnerable children, young people and families.
- Demonstrated deep knowledge of the challenges faced by young people with a background of offending or exploitation.
- Demonstrated ability to lead a team, set expectations for team and individuals, monitor performance, actively provide feedback and direction and to ensure appropriate development of team members.
- The ability to provide meaningful and effective supervision according to organisational policy and program requirements.
- Excellent time management experience, with the ability to be flexible to the environment in order to effectively manage risks.
- Demonstrated ability to work flexibly to meet the challenging needs of young people.
- Ability to identify, manage and proactively mitigate risks by sound planning, escalation and engagement of key stakeholders.
- Ability to complete case noting to a high standard in line with requirements.
- Significant 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.
- Ability to effectively support young people through crisis using approaches such as Therapeutic Crisis Intervention and provide coaching and support to employees in developing their skills through appropriate supervision and team reflection and planning.

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 accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own 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)

The key contributions in the role are outlined below:

Role specific

- Lead a small team, supporting police to actively engage with at risk young people engaging in offending behaviour.
- Work autonomously and self-motivate to actively follow up referrals and assist young person engagement.
- Actively engage with and 'stick with' vulnerable young people who are engaging in criminal behaviours and support them in reducing their offending behaviours.
- Work with young people through a staged approach to community connection and inclusion, including engagement, exploring strengths, interests, aspirations and setting goals.
- Research and develop links to a suite of community resources that enhance opportunities for young people and build the capacity of young people to engage with these resources.
- Take a lead role in identifying and creating pathways to community resources that will enhance opportunities for young people, sharing these with young people, staff and other key stakeholders.
- Support and encourage young people to become connected to groups and community activities in accordance with the young person's interests.
- Provide leadership, support, and supervision to Youth Engagement Practitioners, and play a lead role in the creation of a positive culture. Ensuring that new employees are appropriately inducted into the workplace and ongoing feedback to support employees to grow and develop in their role, including regular supervision and appropriate training for all employees.
- Effectively manage team and employee issues as they arise in respect to wellbeing and performance.
- Proactively coordinate employee rosters, including casual and agency staff within the program setting daily expectations/updates.
- Create a positive and supportive environment for the team, ensuring everyone works cooperatively with other employees involved in the care and development of the young person in placement to ensure that routines, community activities, and behavioural expectations are consistently maintained.
- Ensure a culturally safe and respectful environment is provided for young people and employees that meet the minimum standards with the requirements of relevant legislation.
- Role model behaviours for young people, to learn from and ensure professional boundaries and confidentiality are maintained at all times.
- Ensuring that procedures relating to recording of critical incidents, maintaining client files, and all other operational processes and procedures are followed, and all administration is completed.
- Development and maintenance of effective relationships with other agencies, services, networks and supports that exist in the community and using these to support, inform and create opportunities for the young people in the program.
- Advocate for the young people in a professional manner with key stakeholders to support positive outcomes.
- Manage and engage with internal and/or external audits.
- 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 rostered 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. Should your circumstances change, such that you can no longer commit to providing such flexibility, it is your responsibility to consult with your line manager so that suitable alternatives can be explored.

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.