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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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### Community Services

Community Services provides a broad range of integrated and inclusive programs within the local Community for individuals, parents, families, young people and children. Services involve working with families, schools, local organisations and communities to develop and/or deliver services responsive to local needs and that support self-determination and reduce social isolation. Relationships and partnerships with government and other community services enhance our capacity to achieve our vision of an inclusive and connected community.

The Programs range across the state based on local needs, funding from the community and state and federal government including some of the following Programs; Community Justice, Day Living in the Community (D2DL), Gamblers Help, Parent Zone, Community for Children, Victims Assistance Program, Home Interaction Program for Parents (HIPPY), Carer Respite etc. All our Community Services are aimed to deliver better outcomes to children, young people, adults, and families in our community.

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### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Community Services
Program:	Gambler's Help
Reports To:	Team Leader or similar
Direct Reports:	Nil
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Clients, DFFH, Partnership Organisations, Funding Bodies, Families, Community Organisations and Local Community.
Classification:	SCHADS Level 6

## About You (Key Selection Criteria)

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### Qualifications/Licences

Required:

- A relevant tertiary qualification at Degree level in Social Work, Psychology, Mental Health and/or related behavioural sciences.
- Eligibility for membership with one of the following professional bodies:
  - Provisional registration with Psychology Board of Australia; or
  - Full, graduate or Accredited Mental Health Social Worker (AMHSW) membership with the Australian Association of Social Workers; or
  - Membership with Psychotherapy and Counselling Federation of Australia (PACFA) in the family/relationship therapy or general counselling/psychotherapy sections.
- Full Victorian Drivers Licence.

Desirable:

- Membership with one of the above listed professional bodies.

### Knowledge and skills

- Demonstrated experience in the provision of individual, couple, family and group counselling designed to address addiction behaviours and its impact or in another related field that is transferable.
- Ability to provide secondary consultation and specialist knowledge to other service providers.
- Ability to build rapport and engage effectively with a wide range of individuals in the community and from organisations.
- Ability to work with a range of age, gender and cultural groups as well as groups and organisations in the government and non-government sectors.
- Demonstrated ability to develop and deliver education and awareness programs, as well as an understanding of theoretical frameworks and models of adult education and community development.
- Demonstrated experience of driving innovative and flexible approaches/solutions.
- Ability to work under limited supervision and as a member of a team, and to significantly contribute to program development, implementation, and evaluation.
- Highly developed organisational skills and capacity to prioritise competing demands.
- Well-developed written skills including case notes and report writing.
- Excellent communication skills and ability to manage both internal and external stakeholders at all levels.
- Ability to mentor, coach, and support less experienced employees.

### 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**

- Assist individuals, families and affected others to manage gambling related harm.
- Provide counselling and support for individuals, groups and families to facilitate change processes in individuals, communities and society. Counselling includes assessment, providing information about the range of support options available and facilitate referrals to other agencies.
- Follow up with clients at agreed intervals to encourage and maintain engagement.
- Provide self-exclusion support to individuals and follow up telephone or face to face support to individuals who have signed a self-exclusion deed.
- Assist individuals to reduce or stabilise gambling behaviours.
- Support individuals to maintain positive behaviour change post counselling.
- Develop, plan and facilitate peer and group support programs for those affected by gambling harm.
- Provide education and training to other clinical health and human services staff to identify and respond to gambling related harm.
- Provide secondary consultations and co-counselling with other health clinicians as required.
- Assist other clinical health and human services staff to identify and respond to gambling related harms.
- Providing day to day support to the Team Leader in supporting the effective delivery of services, including managing escalated issues from clients or key stakeholders, assigning and reviewing workloads, supporting capability development for the team, supporting governance requirements including audits and following up on operational issues delegated by the Team Leader.
- 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.
- Developing good working relationships with Aboriginal and Torres Strait Islander services, families and communities; to ensure stronger outcomes for Aboriginal children and young people and engaging our AV Cultural Advisors to support our young people to connect to culture.
- Proactively engaging with other service providers, stakeholders and agencies in order to promote integration of the service in the community and also to enable the development of best practice in the field.
- Applying 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 in a timely manner.

- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position/program requirements.
- Attend client meetings, team meetings, supervision meetings including clinical supervision, 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 a 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.

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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, 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.

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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.

## 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.