
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.

Quality & Outcomes

Quality and Outcomes (Q&O) leads and champions continuous improvement across Anglicare Victoria (AV) that supports better outcomes for clients, volunteers and employees. Q&O seeks to embed the principle that quality is part of everyone's role at AV and provides strategic leadership, governance, risk management and mitigation functions. Working across the wider organisation, Q&O supports day to day operations, through accreditation, registration, performance reporting and data analytics, research and business compliance functions, as well as identifying and supporting implementation of operational improvements with the ultimate goal of prevention, protection and empowerment for our clients and working to achieve better outcomes for tomorrows.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Quality & Outcomes
Program:	Quality & Outcomes, People & Culture
Reports To:	General Manager Quality & Review
Direct Reports:	Nil
Internal Stakeholders:	Employees, Managers, Executive.
External Stakeholders:	Government Departments, Auditors, Accreditation Bodies, Sector wide Subject Matter Experts, Consultants, Diversity Specialist Organisations I.e., Diversity Council Australia
Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- Significant relevant experience in Diversity & Inclusion, Project Management and/or Organisational Change Management.

Desirable:

- Certification or Qualifications in change management, continuous improvement.
- Victorian Drivers Licence.

Knowledge and skills

- Passion for diversity, equity and inclusion.
- Experience in development and implementation of Diversity, Equity & Inclusion (DEI) projects, initiatives, frameworks, policies and procedures to create more inclusive workplaces and services.
- Experience in developing, facilitating, implementing, and reviewing DEI projects and initiatives.
- Experience in supporting priority community working groups.
- Ability to build relationships with people from diverse backgrounds to support the sharing of knowledge and experience to enable learning and positive change.
- Understanding of relevant standards or best practices in respect to Diversity & Inclusion i.e., Rainbow Tick, Workplace Gender Equity Agency reporting including legislation or compliance standards.
- High level communication and interpersonal skills, with the ability to influence appropriate outcomes in complex work situations.
- Highly developed planning and organisation skills to effectively establish priorities and complete assigned tasks within prescribed timeframes (with the ability to work autonomously), including the development implementation and evaluation of projects using sound project management methodology.
- Demonstrated experience in report writing with the ability to provide authoritative advice and effectively translate and present complex concepts and information.
- Demonstrated ability to work in a dynamic environment responding flexibly to meet changing needs, priorities and deadlines.
- Sound stakeholder management and the demonstrated ability to build and maintain strong credible relationships.

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)

The key contribution in the role are outlined below:

Role specific

- Co-ordinate and support DEI Priority Community groups and the broader AV team in the delivery of our DEI Plans ensuring strong governance and consistent reporting practices.
- Develop in partnership with key stakeholders clear Project Plans including deliverables, timeframes, and budgets to deliver on agreed Projects and or Initiatives within our DEI Action Plans, providing regular reports on progress.
- Take a lead role in implementing actions plans, including research, development materials, partnering with key functions to implement positive change.
- Support key stakeholders in ensuring we effectively support intersectionality, across the organisation in respect to planning, communication, and activities.
- Support the implementation of the Diversity, Equity & Inclusion Strategy at AV, including participation and support to the Inclusion Integration Group (IIG), Community Group Executive Champions, People & Culture and other key stakeholders as appropriate.
- Contribute to the planning of new DEI Strategy and subsequent plans and initiatives leveraging the voice of our employees and clients to inform thinking.
- Establish and maintain collaborative and strategic partnerships with relevant external partners (government departments, peak bodies, networks, Diversity & Inclusion specialist organisations and/or providers and key agencies) and all areas in AV to ensure implementation of project deliverables.
- Collaborate with communications in respect to promoting Diversity and Inclusion related events including maintenance of internal intranet sites and monitoring of the DEI associated inboxes.
- Undertake assessments and pre-accreditation planning, coordination and progress reporting (audits, data analysis, written reports, gap analysis and the development of remediation strategies) for relevant DEI accreditation assessments.
- Support outcomes measurement, performance tracking, evaluation, data reporting and analytics in relation to projects and compliance against standards.
- Develop and implement new policies and procedures in partnership with respective Functions or Service Areas.

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.

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
- report all situations that may adversely impact workplace health and safety
- 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
- LGBTQI+
- people with disabilities
- people from diverse cultural and linguistic backgrounds
- people of all ages
- people with caring responsibilities
- people with diverse religious beliefs or affiliations.

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 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 and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- 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.