
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.

Out of Home Care

As the state's leading provider of out-of-home care services for children and young people aged 0-18, we provide support to children and young people unable to live with their families, and ensure they are safe and nurtured in their out of home care placements. AV provides a full continuum of out of home care services, including foster, kinship and permanent care, and specialized models such as therapeutic foster care and the Loddon Care Hub. Components of the service include recruitment, assessment, and support of caregivers, working with the families of children in placement to support reunification and ongoing family connection, grief and loss work, case management and fulfilling statutory obligations. We support more than 1500 children and young people in care each year. We also aim to support the reunification of families and to keep children connected to their parents, community, and identity. Our programs are developed to improve the outcomes for children and young people, as well as the delivery of support through place based and community support, strengthening connection to community supports for the child, young person and their family, in addition to supervision and development of carers.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Out of Home Care
Program:	Care Hub, Out of Home Care, Foster Care, Kinship Care etc
Reports To:	Team Leader or Similar
Direct Reports:	N/A
Internal Stakeholders:	All employees and managers
External Stakeholders:	Children, Young People, Families, Government Departments, Partner Organisations, Service Providers, Contractors, Community Services
Classification:	Level 6

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience; post graduate qualification; associate diploma with substantial experience; attained through previous appointments, service and/or study with a combination of experience, expertise, and competence sufficient to perform the duties required at this level.
- Victorian Drivers Licence.

Desirable:

Knowledge and skills

- Excellent understanding of the Child Protection and welfare system, and experience in collaboration with a range of professionals in a care team approach.
- Excellent understanding of the social context of child development, abuse and neglect and experience in applying relevant theoretical approaches to deliver outcomes.
- Significant experience in conducting comprehensive safety and wellbeing assessments and work within the Best Interest Principles 'as outlined within the Children, Youth and Families Act 2005.
- Significant experience in case coordination and active engagement of vulnerable children, youth and families and delivering a range of interventions to improve their outcomes.
- Significant experience in using a range of active engagement strategies with vulnerable and at-risk children, young people, and their families, and be flexible and creative in meeting their needs.
- Significant experience in conducting risk and needs assessments and developing and implementing action plans in respect to case management and/or group work, including developing community linkages.
- Excellent communication, time management and organisational skills.
- Experience in managing student placements and/or supporting the development of team capability.
- Demonstrate ability in driving improvements in either work practices, processes and/or systems to improve organizational or client outcomes.
- Ability to promote and engage in collaborative working relationships with partner agencies, including Aboriginal services to ensure cultural safety in our practice, strengthening outcomes for aboriginal children and young people.

Personal Qualities

- **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.
- **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, inclusiveness, and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.
- **Self-Development:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role Specific

- Lead the care team and undertake assessment and coordination of the Families/s plans, as the one point of contact for stakeholders and at times, child/ren, young people and families.
- Actively engage and support colleagues (including outreach visits) in delivering services to children, young people, and families, including those who may be resistant, by being flexible, responsive, strengths-focused, and creative, that dependant on Program may have a focus on reunification.
- Provide case coordination across a multidisciplinary team and be a key point of contact for stakeholders and at times child/ren, young people and families.
- Undertake regular risk and needs assessments and case management, utilising the Best Interest Framework, MARAM and other contemporary frameworks and theories. Focusing on the safety, stability and wellbeing of children and young people in their family home. Taking on more complex situations as identified or supporting less experienced employees as requested.
- Contribute to the development and maintenance of a learning environment and cohesive multi-disciplinary team; through, team and broader group meetings, development, supervision, and reflective practice.
- Proactively develop good working relationships with Aboriginal services to ensure cultural safety in our practice, strengthening outcomes for aboriginal children and young people.
- Work within a collaborative care team or consortium partners environment with relevant stakeholders, including Child Protection, Aboriginal Organisations and other key partner or community organisations, to promote best outcomes for client.
- Leverage skills and knowledge of other professionals as required to support outcomes and ensure appropriate links to community and support less experienced colleagues in making connections.
- Fulfil and adhere to the program obligation regarding case load requirements, guidelines, targets, case recording, statistics, and other data collection and funding expectations.
- Ensure an integrated service system for all families across child and family services, supporting other programs at times of high demand.
- 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.
- Support students on placement with appropriate supervision and mentoring and provide advice and support to less experienced employees.
- 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 to promote integration of the service in the community and to enable the development of best practice in the field.
- Applying sound decision making in respect to day-to-day program requirements.

Position Title: Out of Home Care (OOHC) Senior Key Practitioner

Position Number/Version: OOHC E AW6 112023 V1.0

Approver: Director Client Services

Date: November 2023

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 always upheld.
- 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 use 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) some flexibility to perform work outside of standard office hours to service the needs of the client. By accepting this position, you commit to working within the parameters of such flexible 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 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.