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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.

### Family Services

Family Services Programs are delivered through a range of tailored services to strengthen families and improve the wellbeing of children, and can include individual, family and group work. These programs aim to increase the capacity of parents to better meet the needs of their children, which leads to better opportunities and outcomes for children. Family Services promotes the safety and wellbeing of children and young people by supporting and empowering families using strength-focused approaches to fully realise their potential. Many families have long histories of involvement with Child Protection and community agencies and require flexible and responsive interventions to promote the best social, emotional, educational and health outcomes for their children.

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### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Family Services
Program:	A range of programs i.e., Breaking the Barriers, Family Services Support Services, Disability Family Services, Functional Family Therapy-YJ, Integrated Family Services (FS), Parents Building Solutions (PBS), Intensive Family Services, Safe Care Family Services Support Services, Homes for Families, Choices, etc or other Family based Programs.
Reports To:	Team Leader or similar
Direct Reports:	N/A
Internal Stakeholders:	All relevant stakeholders to enable service delivery and continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Families, Children, Young People, Government, Partnership Organisations, Funding Bodies, Education Providers, Housing Providers, Community Organisations and Local Community.
Classification:	SCHADS Level 5

## About You (Key Selection Criteria)

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### Qualifications

#### Required:

- A relevant tertiary qualification in Social Work, Psychology, Community Development, Early Childhood and/or related behavioural sciences at degree level with relevant experience; associate diploma with substantial experience; qualifications in more than one discipline; less formal qualifications with specialised skills sufficient to perform at this level; or attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

#### Desirable:

- N/A

### Knowledge and skills

- Demonstrated experience supporting families presenting with high complex needs, including culturally sensitive practices when working with marginalised, minority and difficult to engage families in their homes and communities
- Excellent experience in conducting risk and needs assessments and developing and implementing action plans to achieve desired outcomes.
- Knowledge of service and community supports available to assist families.
- Excellent organisational and time management skills, and ability to be self-directed.
- Ability to work and contribute to outcomes as part of a multi-disciplinary team.
- Highly developed communications skills and an ability to work collaboratively with internal and external stakeholders

### Personal Qualities

- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Flexibility and Responsiveness:** able to adapt and change where necessary to meet the needs of the team members, families and stakeholders.
- **Communication:** caters verbal and written communication styles based on the target audience.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

## Your Contribution (responsibilities)

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The key contribution in the role are outlined below:

### Role specific

- Actively and flexibly support families to link into universal, community and informal supports, including some weekend and afterhours work where appropriate.
- Develop and maintain a mapping of existing local networks and resources and maintain a local directory of supports.
- Build and maintain strong and effective relationships with local community and services, including building capacity of local community and services.
- Collaborate with Practitioners to provide secondary consultation, identify children and families requiring additional support, and identify risks and support families to implement safety plans.
- Develop and maintain a professional and respectful working relationship with all family service providers within alliance partnerships.
- Ensure all records and Program requirements are maintain in a timely and accurate manner in line with Program funding requirements and best practice.
- Excellent written and verbal communication, time management and organisational skills.
- Adhere to program guidelines and/or funding expectations.

### 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) significant 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. 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**

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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.

## **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.

## **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.