

### 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.

### Various

Anglicare Victoria (AV) services include a broad range of Family Services, OOHC 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
Program:	Various programs.
Reports To:	Team Leader or similar
Direct Reports:	May supervise less experienced employees and student placements
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:	Level 6

## About You (Key Selection Criteria)

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### 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.
- Qualifications obtained overseas are required to be assessed by the identified industry professional entities for industry relevance and alignment to the Australian Qualifications Framework.

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, neglect and trauma and demonstrated experience in applying relevant theoretical approaches to deliver positive outcomes.
- Demonstrated significant experience in conducting comprehensive safety and wellbeing assessments and a commitment to work within the Best Interest Principles 'as outlined within the Children, Youth and Families Act 2005.
- Demonstrated significant experience in achieving positive outcomes using a range of active engagement strategies and interventions with vulnerable and at-risk children, young people, and their families using a child-focused and family-centred approach and being flexible and creative in meeting their needs.
- Demonstrated 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 appropriate linkages to community services.
- Excellent communication skills and ability to manage both internal and external stakeholders at all levels.
- Demonstrated ability to self-reflect, accept and provide constructive feedback in developing others, and use supervision opportunities to improve one's practice and leadership.
- Ability to supervise student placements and/or supporting the development of team capability.
- Excellent written and verbal communication, time management and organisational skills.
- Demonstrate ability in driving improvements in either work practices, processes and/or systems to improve organisational or client outcomes.

### 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)**

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The key contributions in the role are outlined below:

#### **Role Specific**

- Provide case management to clients and respond to their needs through assertive outreach and responding to crises that occur. Using a range of therapeutic techniques, including being flexible, responsive, strengths-focused and creative to engage with children, young people and families who are reluctant or ambivalent about using support services.
- Undertake comprehensive risk and needs assessments, utilising the Best Interests framework, that identify the safety, stability, development and wellbeing of children and young people involved, and the capacity and constraints of families to make the changes needed to improve outcomes for children and young people.
- Work with clients where there is greater complexity, as requested by the Team Leader.
- Establish a working relationship with children, young people and families which demonstrates respect and honest communication, particularly about protective concerns and consequences. Strengthen family connections, promoting positive interactions and the health, wellbeing, safety and developmental needs of children, young people and families.
- Promote positive parenting skills through working with families individually.
- Provide case management and direct interventions (including parenting development) to achieve agreed goals at either individual, family and/or group setting.
- Focus on reunification within families as appropriate to the Program.
- Actively contribute to the development and maintenance of a positive learning environment and cohesive multi-disciplinary team. Participate in team and broader group meetings, professional development, supervision and reflective practice.
- Develop collaborative working relationships with key stakeholders, including the care team, Child Protection, Aboriginal organisations and other key partner or community organisations, in order to ensure a coordinated approach and to promote the best outcomes for clients.
- Adhere to program guidelines and/or funding expectations.
- Provide 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 student on placement with appropriate supervision and mentoring and provide advice and support to less experienced employees.
- Provide 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.
- Carry a portfolio area around in a specific practice area as required, building up resources, information, development. Consulting and mentoring less experienced employees I.e., adolescents, emerging issue, mental health etc within the team.
- Act as Team Leader when required.
- Apply sound decision making in respect to day-to-day program requirements.
- Undertake other duties within capability as directed from time to time.

## 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 and participate in other training and development opportunities as required.
- Fulfil the program obligations regarding caseload requirements, accurate and timely case notes, records, reports, targets and data-input, in line with the service area and function/position requirements.
- Attend and actively participate in 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.

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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.

## 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.

## 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.