

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 home-based care placements. AV provides a full continuum of out of home care services, including foster, kinship and permanent care, and specialised 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, strengthening connections 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:	Out of Home Care, Care Hub, Foster Care, Kinship Care etc
Reports To:	Program Manager or similar
Direct Reports:	Senior Case Managers, Case Managers, Carer Recruitment & Support Workers, Adoption & Permanent Care Workers, Foster Care Assessors, Youth Workers, Placement & Support Workers, Specialist Practitioners, Key Workers, Administration Coordinators, Community Workers, Therapeutic Specialists or similar.
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design, implementation, and delivery of our service delivery model.
External Stakeholders:	Clients, DFFH, Partnership Organisations I.e., Consortia Partners, Funding Bodies, Carers, Potential Carers, Local Community
Classification:	SCHADS Level 7

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- Diploma of Community Services, Youth Services or similar
- Full Victorian Drivers Licence

Desirable:

- Territory qualification in social work, psychology or equivalent
- Shared Lives Training and Step by Step Training

Knowledge and skills

- Excellent understanding of the Child Protection and Out of Home Care placement and support services, including legislative and policy frameworks.
- Significant experience in Family Services, Out of Home Care, Child Protection or similar.
- Well-developed skills and experience in delivering programs and services within required timeframes and budget parameters.
- Demonstrated ability to work in partnership with key stakeholders.
- Demonstrated experience in creating, developing and leading a team that is inclusive and engaged, supporting employees to operate to their best potential.
- Excellent knowledge of, and experience in the application of relevant theoretical approaches that underpin casework practice (including theories of child attachment, development and abuse) to vulnerable children, young people and families.
- Previous experience in supervising and leading a team is highly desirable.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **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.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

- Effectively developing and managing your team, including recruiting new employees, responding to employee's day-to-day enquiries, undertaking management actions and administration e.g. leave and payroll enquiries, off boarding and induction to ensure that all employees have a good experience at AV.
- Providing day-to-day support, advice and coaching to your team to develop both individuals and the collective team, leading to a team that are engaged with the organisation and feel supported throughout their time with AV.
- Providing appropriate employee supervision including reflective practice that supports ongoing two-way feedback to celebrate achievements, recognise opportunities for improvement and address areas of concern in respect to employee engagement and/or effectiveness.
- Compiling and maintaining up to date and appropriate documentation of supervision, development and wellbeing commitments.
- Fostering and promoting an environment and culture within the team that is safe, inclusive, professional, trustworthy and service-focused.
- Ensuring the delivery of program services meets or exceeds client requirements, and the desired outcomes are achieved.
- Negotiating and advocating on behalf of clients and the program with external stakeholders in respect to TCP, local area opportunities and challenges, placements etc.
- Monitoring performance targets, outcomes, quality standards in service agreements, legislative and policy requirements, issues of quality-of-care issues, reportable conduct and complaints. And implementing operational changes as required in consultation with Program Manager.
- Participating in the development and maintenance of quality partnerships with key agencies including funding bodies and other community services providers.
- Initiating service improvements within the team and participate in service redevelopment and redesign across the organisation.
- Ensuring the program is operated in accordance with service and quality standards, program targets, peak bodies requirements & related service agreements, organisational policies, and accepted standards of practice.
- Negotiating and advocating on behalf of clients and the program to ensure best outcomes are achieved.
- Identifying, mitigating, and reporting risk through identified channels and processes while demonstrating and understanding individual, program, and organisational risk, implementing an appropriate sense of urgency in risk reporting.
- Developing good working relationships with Aboriginal & Torres Strait Islander services, families, and communities; to ensure stronger outcomes for Aboriginal children and young people and engaging our AV Cultural Advisors for cultural support of our young people to connect to culture.
- Effectively managing key stakeholder relationships internal and external stakeholders, including Department of Families, Fairness and Housing, Department Justice and Community Safety Aboriginal and Torres Strait Islander Services, other peak bodies and a range of Allied Health Professionals to achieve the best outcomes for our clients, carers, funders, and sector.
- Contributing to the preparation of the program budget with the Program Manager and maintaining accountability for the program budget and implementing corrective action as required.

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.

This position may require flexibility to perform work outside of standard office hours i.e., Monday to Friday in order to service the needs of the client or from time-to-time weekends to support community events, training carers etc. You are comfortable working with the team and clients to meet these requirements as they arise and are comfortable to enable a level of flexible in 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 Managers or Team Leaders 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 ensuring they are implemented and followed.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.

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 contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion; and
- raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies, and procedures
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- seek out support around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc.
- participate in the development and implementation of inclusion events and strategies.

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.