

## **STARS COUNSELLOR**

### **ADOLESCENT CASE MANAGEMENT SERVICE (ACMS)**

### **NORTHERN METROPOLITAN AREA**

**At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults.** Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

**So come and join us at Anglicare Victoria where there is a rewarding career ready for you** in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



## Position details

<b>Position</b>	Generalist counsellor
<b>Program</b>	Adolescent Case Management Service (ACMS)
<b>Classification</b>	SCHADS Award Level 6 (Social Worker Class 3) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
<b>Hours</b>	Full Time
<b>Hours per week</b>	38
<b>Duration</b>	Ongoing
<b>Fixed term end date</b>	N/A
<b>Location</b>	Broadmeadows
<b>Reporting Relationship</b>	This position reports directly to the Team Leader for ACMS
<b>Effective date</b>	July 2019

## Overview of program

The STARS (Support to Adolescents and their Relationships) Worker is part of the Adolescent Case Management Service (ACMS). The Adolescent Case Management Service operates within the ACMS team in the Northern Metro area. The Adolescent Case Management Service is an outreach case management program operating five days a week.

The program provides a case managed specialist support service to young people (12-18 years) on Child Protection orders with the Department of Health and Human Services, Victoria. The young people ACMS work with predominantly reside at home, in alternative community placements, with extended family, or in semi supported independent accommodation.

The Case Manager's role focuses on the young person's needs and wellbeing and in doing so, implementing and developing the Statutory Case Plan. This involves assessment, risk and behaviour management interventions, coordinating care teams and support services, high levels of engagement, exit planning and administrative responsibilities.

The role of the STARS counsellor is to plan and implement therapeutic strategies and interventions with young people and their families. The intended outcome of the intervention is to resolve conflict that place adolescents at risk. The focus of the STARS program is to provide a flexible, supportive and responsible service to young people, where possible assisting in maintaining young people within their own families or working towards family reunification.

## Position Objectives

1.	To provide a therapeutic and supportive service to a case load of 12 young people involved with the ACMS program. These young people present with complex life issues and require prevention and intervention strategies which focus and reduce conflicts in the lives of the young people.
2.	Implementation of effective therapeutic strategies to address broad needs of the adolescents who would otherwise be at risk without additional support.
3.	To provide adolescents living at home conflict resolution with their family to encourage positive family relationships. For young people living away from their family, provide therapeutic work to enhance the potential for family reunification or reconciliation. For young people who are already in alternative care provide therapeutic support to maintain the viability of their current accommodation.
4.	To provide an outreach and office based component to the young people seeking therapeutic intervention.
5.	To further develop and implement appropriate staff training that would assist in prevention of placement breakdown, minimise risk to the young person and enhance the work practice of staff.
6.	To provide secondary consultation to professionals involved in the young person's life (external agencies, DHHS, schools, direct care staff, etc.) And liaise with other service providers within the community.

## Key responsibilities

The key responsibilities are as follows but are not limited to:

1.	Carry a caseload of 12 young people, provide them and their families where appropriate with support.
2.	Advocate on behalf of young people, to ensure access to resources and facilities as necessary.
3.	Where appropriate, work with families to focus and reduce family conflicts. Develop and implement appropriate prevention and intervention plans for each young person.
4.	Apply and conduct appropriate therapeutic interventions that have realistic goal directed plans to meet the needs of the young person.
5.	Facilitate/conduct appropriate training for youth services staff/direct care workers.
6.	Be available to work flexible working hours including evenings as required.
7.	Carry out administrative and program monitoring tasks as required.
8.	Carry out other duties as required.


## Key Selection Criteria

A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

### a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	1. A relevant tertiary qualification in Social Work, Psychology, Counselling at a degree level with substantial experience.
	2. A demonstrated commitment and experience in working with at risk and marginalised young people.
	3. Competence in the application of therapeutic strategies associated with family counselling techniques/incorporating problem solving, negotiation and mediation principles.
	4. Commitment to addressing conflicts between adolescents and their parents in a family context.
	5. Ability to work independently and as part of a team and participate in collaborative approaches.



## Key Selection Criteria (continued)

### b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

#### Personal Qualities



##### Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

##### Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

##### Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

#### Relationships and Outcomes



##### Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

##### Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

##### Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

#### Leading People



##### Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

##### Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

##### Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

## Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

## Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.



## Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_