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## About Us

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Anglicare Victoria works with children, young people 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 1700+ 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.

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## Intensive Family Services

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Family Support Services in the North Central Region is funded to deliver services to families who have dependent children between the ages of 0-18 across six local government areas; City Of Greater Bendigo, Macedon Ranges, Mt Alexander Shire, Central Goldfields, Loddon Shire and Campaspe.

The Intensive Family Support practitioner will be part an integrated multi-disciplinary team, made up of a range of programs, such as:

- Integrated Family Services
- Intensive Family Support
- Complex Disability Support Needs Program
- Access to Early Learning Program
- Family Services Specialist Disability Practitioner
- Parenting Assessment & Skills Development

Teams deliver a range of short, medium and high intensity outreach services, capable of delivering flexible supports that respond to a families need. The approach to the working with families is, solution focused, strength-based support with a focus on:

- Building relationships with children, young people and their families.
- Assertive connection and outreach to children, young people, their families and key supports
- Conducting ongoing family assessments;
- Provide outreach, child focus family inclusive support in the family home;
- Assist families to clarify and develop goals to address the issues that are of concern and provide opportunity for the family to regularly review progress, with a focus on the child's safety, stability and development;
- To ensure that the child's voice is heard and informs key goals and plans; and provide holistic case management support to all families.
- Consult and work in partnership with a range of stakeholders as appropriate to deliver interventions that support children and families to meet their goals.

## Position Specifications

The below outlines some specifics about the position:

Service Stream/Function	Family Support Services
Program	Intensive Family Services
Reports To	Team Leader Family Support Services
Direct Reports	N/A
Internal Stakeholders	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model
External Stakeholders	Department of Families Fairness and Housing
Award Classification	SCHADS Award Level 5 (Social Worker Class 2) St Luke's Collective Agreement 2008 Level 5 (Social Worker) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Location	Bendigo Service delivery across the Loddon Region, including the following LGAs: Loddon, Campaspe, Bendigo, Central Goldfields, Mount Alexander, and Macedon Ranges.
Hours	0.8 to 1.0 FTE
Duration	Ongoing

## About You (Key Selection Criteria)

### Qualifications

A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and / or related behavioural sciences at a degree level or associated diploma level with substantial experience in the relevant service stream.

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

### Knowledge and skills

- Resilience to work with and support clients who have been exposed to trauma.
- Demonstrated ability to conduct comprehensive safety and wellbeing assessments and work within the Best Interest Principles as outlined within the Children, Youth and Families Act 2005
- Sound understanding of the Child Protection and welfare system, and experience in collaboration with a range of professionals in a care team approach.
- Excellent interpersonal skills, written and verbal communication, time management and organisational skills.
- Demonstrated ability to use 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.
- Experience in conducting risk and needs assessments.
- Ability to advocate, negotiate and problem solve.
- Understanding of the community's cultural diversity and ability to practice with cultural competence and safety.
- Ability to partake in reflective practice and to be self-directed.

## 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.

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## Your Contribution (Responsibilities)

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### Role Specific

- To provide intensive outreach to families across six local government areas; with a focus on placement prevention and the safety and wellbeing of children and adolescents within their family home.
- To work with the family within flexible hours; that is negotiated with the family and the agency.
- Participate in supervision, reflective practice, professional development and consultation activities.
- Demonstrate compliance with agency requirements through clear and concise documentation and data entry.
- Fulfil program requirements regarding case recording, data collection, registration standards and other requirements such as the Rapid Response evaluation.
- Record and update outcomes and data management systems to meet DFFH and Anglicare Victoria's guidelines and statutory requirements.

### General

- Actively engage children, young people and their families [including those who may be resistant]; though flexible and responsive outreach visits.
- Undertake regular risk and needs assessments and case management; utilising the Best Interest Framework and other contemporary frameworks and theories - focusing on the safety, stability and wellbeing of children and young people in their family home.
- Make an active commitment to the development and maintenance of a learning environment and cohesive multi-disciplinary team; through staff meetings, team meetings, staff development, supervision and reflective practice.
- Develop good working relationships with Aboriginal & Torres Strait Islander services, families and communities; to ensure stronger outcomes for aboriginal children and young people.
- Work within a collaborative care team approach with relevant stakeholders, including Child Protection and Aboriginal organisations, to promote best outcomes for client.
- Ensure an integrated service system for all families across child and family services; supporting other programs at times of high demand.
- Fulfil program agency, program and/or funding obligations in relation to; case load requirements, targets, case recording, and data collection. Where appropriate providing the families with flexible service delivery hours [this may be outside normal business hours].
- Adhere to the Code of Conduct and other relevant policy, practice guidelines and legislative requirements.
- Professionally represent AV and our services at forums, meetings and training with external agencies.
- Other duties as requested by the team leader or program manager.
- Ensure familiarity and compliance with all governance, policies and procedures.

## **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
- report all situations that may adversely impact workplace health and safety
- 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
- LGBTQI+
- people with disabilities
- people from diverse cultural and linguistic backgrounds
- people of all ages
- people with caring responsibilities
- people with diverse religious beliefs or affiliations.

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 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 and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- 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
- Full Victorian Drivers Licence

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.