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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.

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### Youth Services

Youth Services provides a range of Programs and Services within the Community to support young people in respect to developing connections within the community to supports and local groups, supporting young people to develop independent living skills, work with young people who have experienced the youth justice system and or homelessness. The Programs range across the state but include some of the following Programs, Adolescent Case Management Services, Adolescent Support Program (ASP), Better Futures, Housing First, Early Intervention, Finding Solutions, Aboriginal Youth Justice, Outreach and Transitional Housing, ReBoot, Support to Adolescents & Relationships, The Garage, Youth Homelessness Services, Youth Justice Community Support Service, Youth Justice Group Conferencing etc. All our Youth Services are aimed to deliver better outcomes to young people in our community that require supports to live independently and gain life skills for better futures.

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### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Youth Services
Program:	Youth Services
Reports To:	Program Manager Youth and Community Services
Direct Reports:	Nil
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model. Executive Leadership Team, Regional Program Managers, Quality, Finance
External Stakeholders:	Clients, DFFH, Partnership Organisations, Funding Bodies, Families, Community Organisations and Local Community. Department of Family, Fairness and Housing, Better Futures and Residential Care Providers, Child, Youth and Family Services agencies
Classification:	SCHADS 5

## 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
- Full Victorian Drivers Licence.

Desirable:

- Relevant tertiary qualifications in Youth Work, Community Services, Business/Marketing or related fields.

### Knowledge and skills

- Demonstrated experience in, and knowledge of a wide range of tenancy management or property management services including advocacy.
- Effectively build and maintain relationships and broker partnerships with agents, private landlords, support organisations and other stakeholders, to enable young people to move into stable housing at the end of a program.
- Excellent understanding of the Residential Tenancy Act 1997 and the Victorian Civil and Administration Tribunal (VCAT) and demonstrated ability to work with Housing Victoria and other stakeholders.
- Understanding or experience with the Residential Care Model.
- Excellent knowledge of, and experience in the application of relevant theoretical approaches that underpin support work (including theories of child attachment, development, and abuse and Advantage Thinking Frameworks) to vulnerable children, young people, and families.
- Demonstrated experience providing tenancy support experience in public or private housing systems.
- Good organisational skills and capacity to prioritise competing demands.
- Well-developed written skills including case notes and report writing and the ability to use a range of electronic data systems including housing management software.
- Excellent communication skills and ability to professionally manage both internal and external stakeholders at all levels.

### Personal Qualities

- **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.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **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.
- **Self-Development:** the desire to continually develop, inquire and learn through on the job experiences, exposure through participating in events, mentoring and education.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.

## Your Contribution (responsibilities)

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The key contributions in the role are outlined below:

### Role specific

- Develop and strengthen links with partnerships to create local opportunities and networks with agents, private landlords, support organisations and other stakeholders to enable young people to move into stable housing at the end of a program.
- Support the team to proactively engage young people in tenant meetings and maintain positive, cooperative relationships with tenants to ensure satisfaction and compliance with tenancy arrangements.
- Work with case workers and other team members to build their capacity to support young people to maintain their tenancy.
- Be a source of knowledge and expertise for the team in tenancy management, tenancy support, legislation and advocacy.
- Proactively consider young people cultural and diverse backgrounds and look to support and strengthen connections. I.e., AV Leadership Academy for Aboriginal & Torres Straight Island
- Practice from a trauma informed and strengths-based perspective and relevant Frameworks I.e. Advantage Thinking Framework.
- Role model and demonstrate positive attributes that allow young people to learn and feel safe which reduces their vulnerability, builds resilience, and encourages aspirations for their future.

### 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.

## **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.