

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.

Community Services

We offer a broad range of integrated and inclusive programs across Community Services for individuals, families, children and young people in a community area. Services involve working with community members and local organisations to develop services responsive to local needs and that support self-determination and reduce social isolation. Relationships and partnerships with government and other community services enhance our capacity to achieve our vision of an inclusive and connected community.

The Programs range across the state by including some of the following Programs: Community Justice, Day Living in the Community (D2DL), Communities for Children (C4C), Recovery Support, Gamblers Help, Victims Assist Program, Home Interaction Program for Parents (HIPPPY), Contact Services, Carer Respite etc.

All our Community Services are aimed to deliver better outcomes to children, young people, adults, and families in our community.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Community Services
Program:	Emergency Recovery Support
Reports To:	Team Leader – Community Services
Direct Reports:	
Internal Stakeholders:	All Employees and Managers
External Stakeholders:	Clients, Government Departments, Service Providers, Community, Community Groups
Classification:	SCHADS Level 5

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification in Social Work/Social Science, Psychology (or equivalent qualification/accreditation) at Degree level with relevant experience, or Diploma of Community Welfare Work (or equivalent qualification/accreditation) with substantial experience.
- Victorian Drivers Licence.

Desirable:

Knowledge and skills

- Understanding of the needs and issues faced by people who have been affected by trauma and disaster.
- Highly experienced in active engagement of vulnerable adults, children, youth and families and delivering a range of interventions to improve their outcomes, including advanced skills in case management and developing community linkages.
- Well-developed skills engaging vulnerable members of society including working with individuals with complex needs such as trauma, substance miss-use and mental health issues.
- Experience in conducting risk and needs assessments, (including family violence), and developing and implementing action plans.

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 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)

The key contributions in the role are outlined below:

Role specific

- Provide practical supports to individuals and families to meet their immediate needs, such as access to appropriate accommodation, mental health services, financial counselling and other services as identified by the individual or family.
- Support individuals and families to identify and reach their goals to assist in their recovery.
- Undertake regular risk and needs assessments, using relevant and contemporary theory and frameworks.
- Identify and support community members who are at increased risk due to poor physical or mental health, age or disability.
- Actively engage and where deemed appropriate, provide outreach to individuals and families affected by the recent floods.
- Conduct risk and needs assessments using relevant and contemporary frameworks, theory and practice models.
- Provide case management, practical materials, information and material aide to those in need.
- Support families to link into community supports they may require, according to their action plan.
- Consult with other professionals as required, such as DFFH, housing and mental health and legal services.
- Assist individuals to apply for grants, reliefs and access services to assist in their financial and psychological recovery.
- Fulfil program requirements regarding case recording, data collection, and documentation 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.

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 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

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

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.