
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

Community Services provides a broad range of integrated and inclusive programs within the local Community for individuals, parents, families, young people and children. Services involve working with families, schools, local organisations and communities to develop and/or deliver 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 based on local needs, funding from the community and state and federal government including some of the following Programs; Community Justice, Day Living in the Community (D2DL), Gamblers Help, Parent Zone, Community for Children, Victims Assistance Program, Home Interaction Program for Parents (HIPPY), 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:	Victims Assistance Program (VAP)
Reports To:	Team Leader or Contact Coordinator
Direct Reports:	Nil
Internal Stakeholders:	Employees, Managers, Executive.
External Stakeholders:	Children, Families, Government Departments, Schools, Case Workers, and other relevant individuals.
Classification:	SCHADS Level 5

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- Tertiary qualifications in Social Work, Human Services, clinical Mental Health, Criminal Justice or a related field and/or experience within the community sector in a trauma related field.
- Full Victorian Drivers Licence.

Desirable:

Knowledge and skills

- Demonstrated knowledge of the issues and impacts potentially faced by people who have experienced a violent crime.
- Strong understanding of case management principles and experience in case management including the provision of flexible supports in a range of community settings.
- Demonstrated understanding and commitment to building partnerships and networks with external organisations.
- Capacity for, and understanding of, the importance of resilience e.g., capacity to cope within a trauma related field, perseverance to achieve goals and capacity to stay calm under pressure.
- Well-developed interpersonal and communication skills, including written communication and computer literacy.
- Demonstrated capacity to communicate effectively and sensitively with a wide range of people, including children, young people, parents and professional staff, particularly in crisis, culturally diverse backgrounds and/or challenging situations.
- Ability to work in a non-judgemental approach to a diverse range of people with a positive, warmth and constructive manner.
- Demonstrated organisational and time management skills.
- Ability to work independently and cooperatively within a team structure.
- Knowledge of regional service networks and well-developed liaison skills.

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 high quality case management services to victims of violent crime, through effectively providing psychological first aid, information and advocacy, practical supports and referral to specialised services within your case management practice.
- Ensure our services meet the practical, emotional and psychological needs of the victim.
- Prepare and provide information and assistance to clients to navigate the criminal justice system.
- Liaise with other service providers in relation to individual clients to ensure the appropriate supports and referral pathways are in place.
- Promote the Victims Assistance Program (VAP) to other organisations and the communities in which we work through participating in community education activities that promote and inform others about VAP.
- Support processes and partnerships with other organisations, particularly the police, to improve coordination of care, including co-location at Victoria Police Stations to build close working relationships and a more integrated response.
- Write file notes and reports in line with policy, procedure or program requirements, maintain security of files, assist in the regular, accurate and relevant collection and updating of documentation, data and statistics.
- Assist in the development and evaluation of VAP Program including policies and procedures.
- Work in a confidential manner and maintain strict privacy procedures according to Agency policies.
- Be able to respond to requests or inquiries from the community regarding VAP 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.

It is an inherent requirement of the position to have (and commit to providing) flexibility to perform work outside of standard office hours in order to service the needs of the client. By accepting this position, you commit to working within the parameters of such flexible hours. Should your circumstances change, such that you can no longer commit to providing such flexibility, it is your responsibility to consult with your line manager so that suitable alternatives can be explored.

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, LGBTIQ+, 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.