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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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### Client Services

Anglicare Victoria (AV) services include a broad range of Family Services, OOHC Placement & Support and Community programs which provide specialist support to disadvantaged and at-risk children/young people, families and individuals. Client Services at AV leads the growth and development of services to ensure our clients are at the centre of everything we do. Supporting the day-to-day operations, working across the wider organisation or within specific areas or region as required to develop capability, problem solve and manage operational risks through providing leadership, governance, strategic planning and support to achieve our strategic and operational commitments.

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### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Client Services
Program:	Client Services
Reports To:	Director
Direct Reports:	Project Co-ordinators or similar. Indirectly manage working groups (as required).
Internal Stakeholders:	Executive Group, Managers & Employees
External Stakeholders:	Department of Families, Fairness and Housing and other Government Departments Partners of Anglicare Victoria
Classification:	Individual Employment Contract

## About You (Key Selection Criteria)

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### Qualifications

Required:

- A relevant tertiary qualification in Social Sciences and/or Management at degree level.

Desirable:

- Project Management qualification.
- Full Victorian Drivers Licence.

### Knowledge and skills

- A comprehensive understanding and significant experience in the Child, Youth & Families sector including planning, development, and management of human services, with particular reference to services for families and children.
- Experience in Project Management or Program Management roles or similar with demonstrated experience in managing initiatives, projects in line with plans, budgets and resources.
- Well-developed communication and interpersonal skills, with the ability to build relationships, mediate and negotiate appropriate outcomes in complex work situations.
- Experience in tender writing, grants, case studies and submission development.
- Ability to coordinate the development, implementation and evaluation of projects.
- Demonstrated experience in performance tracking, outcomes and related data reporting & analytics.
- Demonstrated ability to work in a dynamic environment responding flexibly to meet changing needs, priorities and deadlines.

### Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **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.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

## Your Contribution (responsibilities)

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The key contributions in the role are outlined below:

### Role specific

- Contribute to the development of project and business plans that will bring about the achievement of Anglicare Victoria's Strategic Directions, quality service outputs and outcomes.
- Take a lead role in planning, facilitating, implementing and reporting progress against the current projects and/or business plan/s.
- Identify and implement opportunities for service development and advancement of strategic projects in-line with regional and/or organisational projects, ensuring alignment and communicating across the organisation as appropriate, to leverage capability in order to impact in a positive and effective manner.
- Work with the relevant Director or General Manager who is assigned responsibility for leading the development of submissions / tenders, both within regions, service streams and across the broader organisation to develop and deliver high quality inputs as assigned for the organisation's submission.
- Identify and progress opportunities to expand operations through the development of strategic partnerships and engagement with external stakeholders, partners and/or networks, as agreed, recognising local partners and organisational partners, and ensuring information is shared as appropriate.
- Lead the operational implementation of trials, pilots, new models of service delivery or approved improvements or innovations to support our mission.
- Lead and/or participate in the consultation, development, planning, delivery, evaluation and review of organisational projects & initiatives.
- Responsibility for performance tracking, outcomes, evaluation, data reporting & analytics across the organisation, region, service stream or trial, in particular if working within a Region Family Services & Out of Home Care.
- Ensure Regional and Organisational Program Profiles are regularly reviewed and updated.
- Promote the development of a positive organisational and workplace culture in-line with the principles of the organisation and the expectations of Anglicare's Strategic Plan.

### 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 always upheld.
- 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) significant flexibility to perform work outside of standard office hours to service the needs of the client. By accepting this position, you commit to working within the parameters of such flexible hours.

### **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 Managers 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 ensure they are implemented and followed.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards.
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee health, safety, and wellbeing by creating a mentally healthy, inclusive, and safe workplace.

### **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.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse, interview panels. Seek out advice from individuals and clients with lived experience when developing new practices, policies, and procedures,
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all,
- seek out support around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc.
- participate in the development and implementation of inclusion events and strategies.

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### **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 a manager 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.

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### **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 in 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.