
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.

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.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Youth Services
Program:	Youth Services
Reports To:	Team Leader or similar
Direct Reports:	Nil
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Clients, DFFH, Partnership Organisations, Funding Bodies, Families, Community Organisations and Local Community.
Classification:	SCHADS Level 5

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification at Diploma level in Social Work, Youth Work, Psychology, Early Childhood Specialist and/or related behavioural sciences.
- Full Victorian Drivers Licence.

Desirable:

- A relevant tertiary qualification at Degree level in Social Work, Youth Work, Psychology, Early Childhood Specialist and/or related behavioural sciences.

Knowledge and skills

- Demonstrated experience and ability in providing case work with young people who have been involved in the statutory Out-Of-Home-Care system, homelessness and/or youth justice services.
- Ability to work with and build rapid engagement to support clients who have been exposed to trauma, violence or neglect.
- Demonstrated experience in working with young people and their families as appropriate, utilizing a youth focused, family centred approach including planning and facilitation of group work.
- Demonstrated experience in being able to provide a range of service interventions to young people and their families that include case management, mediation, advocacy, safety planning, linkages to other relevant services in the community by effectively building and maintaining relationships with key stakeholders.
- Ability to support and motivate young people to engage with their aspirations and goals.
- Ability to be innovative and flexible, capable of adapting a plan that is outcome focused when a young person's situation changes.
- Ability to use a range of strategies in working with clients around individual and family issues such as abuse, family breakdown and family relationships and those who have experienced complex trauma.
- 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.
- 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)

The key contributions in the role are outlined below:

Role specific

- Actively engage young people in a strengths-based, empowerment focused and culturally sensitive manner.
- Undertake risk and need assessments with the young person and their families including identification of the underlying barriers that are contributing to family breakdown and develop goals to address these issues.
- Ensuring effective relationships with community stakeholders to decrease the risk of young people becoming homeless and to optimise outcomes.
- Ensure program reports and data to internal and external stakeholders are completed as required and as requested, including maintaining accurate records and statistical information.
- Participate in supervision, teamwork, attend regular team meetings and participate in individual performance and development plan.
- Facilitate group work for young people and/or their families where required.
- Additional responsibilities or duties may arise from time to time through negotiation with the Team Leader and/or Program Manager.
- As per program requirements provide outreach-based case management support to young people to explore a range of appropriate accommodation options including young people with complex trauma in high-risk tenancies. This could include but not limited to, transition to independent living arrangements, or continuation of placement with carers.
- Uses flexible, creative, and assertive outreach approaches to support young people in their housing, to develop independent living skills to manage their tenancy, in line with Program requirements.
- Supporting young people reconnecting to community and families as appropriate.
- Provide steadfast and consistent support to establish rapport and engagement with the young person, understand their aspirations and work together to set and achieve their life goals and independent living skills.
- Assist young people in attaining education, employment and training opportunities which will ensure they are working towards being financially self-sufficient.
- Ensure that young people are familiar and connected with their primary services in order to be able to live independently beyond their involvement with our Youth Programs.
- Proactively consider young people cultural and diverse backgrounds and look to support and strengthen connections. I.e., AV Leadership Academy for Aboriginal & Torres Strait Island
- Practice from a trauma informed and strengths-based perspective and relevant Frameworks I.e. Advantage Thinking Framework.
- Support students on placement with appropriate supervision, support and mentoring.
- 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

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.