

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.

Family Services

Family Services Programs are delivered through a range of tailored services to strengthen families and improve the wellbeing of children, and can include individual, family and group work. These programs aim to increase the capacity of parents to better meet the needs of their children, which leads to better opportunities and outcomes for children. Family Services promotes the safety and wellbeing of children and young people by supporting and empowering families using strength-focused approaches to fully realise their potential. Many families have long histories of involvement with Child Protection and community agencies and require flexible and responsive interventions to promote the best social, emotional, educational and health outcomes for their children.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Family Services
Program:	Strengthening and Connecting Family Services are the primary focus. Support offered to Restoring Families as appropriate
Reports To:	Program Manager
Direct Reports:	May supervise less experienced employees and student placements
Internal Stakeholders:	All relevant stakeholders to enable service delivery and continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Families, Children, Young People, Government, Partnership Organisations, Funding Bodies, Education Providers, Housing Providers, Community Organisations and Local Community.
Classification:	Level 8

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience; post graduate qualification; associate diploma with substantial experience; attained through previous appointments, service and/or study with a combination of experience, expertise, and competence sufficient to perform the duties required at this level.
- Full Victorian Drivers Licence.

Desirable:

- Specialist Training in Family Therapy

Knowledge and skills

- Excellent understanding of the child and family service system, including legislative and policy frameworks.
- Expert knowledge of and experience in the application of relevant theoretical approaches that underpin casework practice to vulnerable children, young people, and families.
- Excellent skills in providing expert case consultation and advice to complex cases, particularly around safety and wellbeing assessments.
- Excellent Knowledge of trauma informed service delivery and therapeutic approaches to working with families.
- Demonstrated excellence in the ability to strengthen the capacity of others through modelling, communication, coaching, and mentoring.
- Demonstrated experience or ability to provide training to employees to build skills, knowledge, and capacity across area.
- Excellent skills in facilitating reflective practice groups.
- Ability to both manage and drive change to create and maintain effective and collaborative working relationships internally and externally.
- Excellent communication skills and ability to manage both internal and external stakeholders at all levels.
- Highly developed skills in planning and delivering on projects within required timeframes.
- Ability to lead, advocate for and promote best practice in and across family services programs.
- Ability to self-reflect, take on board feedback, and use supervision opportunities to improve one's practice and leadership.
- Highly developed skills in report writing, record keeping.

Personal Qualities

- **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.
- **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, inclusiveness, and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.
- **Self-Development:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role Specific

- Provide expert case advice for highly complex families and undertake case reviews to support service delivery.
- Conduct consultations and provide case practice advice for complex cases, including risk assessment and risk management of cases.
- Proactively engaging and build purposeful relationships with other service providers, stakeholders, and agencies to promote integration of the service in the community and to enable the development of best practice in the field.
- Ensure that the programs meet its service and quality standards, targets, and legislative and policy requirements.
- Represent the service area at key stakeholder meetings to provide high level consultation and/or advice in relation to risk and the navigation of appropriate services.
- Support the implementation and ongoing monitoring of systems that support the service area to deliver results through, service and quality standards, targets, and legislative and policy requirements.
- Partner with the Program Manager and leadership team, to oversee agreed key practice models/approaches and initiatives across the region, e.g DFFH Practice Modules
- Support and leadership to strengthen the systems across the region and or organisation, to ensure that our service teams are providing flexible, responsive, and consistent services across the sites.
- Take a lead role in designing and delivering professional development opportunities including targeted training for employees, including supporting a culture of reflective practice and quality supervision
- Support Team Leaders to provide practice coaching to their staff as per the DFFH practice coaching framework and manual
- Support Team Leaders and Practitioners to embed the DFFH Practice Modules
- Undertake case file reviews and file audits to support individuals and team reflections and improved outcomes for families, thus building confidence and competence in teams to provide quality services.
- Implement, monitor and review a feedback structure that supports continuous improvement through hearing the voices of the children, young people and families in consultation with relevant Senior Manager/s.
- Ensure that the programs within the region are working in a way that is inclusive, culturally safe and values diversity.
- Support the overall leadership and strategic direction in the program area.
- Deliver agreed projects and lead a range of practice and program development activities, including working in collaboration with Program leadership to roll out new services, implementing sector reform and integrating evidence informed practices.
- Drafting reports, case studies and undertake evaluation on service in consultation with the Team Leader or Program Manager, utilising data available, client or carer stories and environmental themes/issues impacting or contributing to services or client's presentation for services to support ongoing improvements and advocacy at a collective level for consideration.
- Providing day to day support to the Program Manager in supporting the effective delivery of services, including managing escalated issues from clients or key stakeholders, assigning, and reviewing workloads, supporting capability development for the team, supporting governance requirements including audits and following up on operational issues delegated by the Team Leader.
- Applying sound decision making in respect to day-to-day program requirements.

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 use 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.