
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.

Director

Anglicare Victoria (AV) services include a broad range of Family Services, Out of Home Care (OOHC) Placement & Support, Youth 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 in specific areas or division 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.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Client Services
Program:	Client Services
Reports To:	Executive Director
Direct Reports:	Program Managers, Project Managers, Quality Managers, Administration Managers or similar
Internal Stakeholders:	Executive Group, Board, Managers and Employees
External Stakeholders:	DFFH, Strategic Partners, Government, Community Groups
Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications

Required:

- A relevant tertiary qualification in Social Work, Psychology, Community Services, or related behavioural sciences at degree level with relevant experience; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.
- Qualifications obtained overseas are required to be assessed by the identified industry professional entities for industry relevance and alignment to the Australian Qualifications Framework.
- Victorian Drivers Licence.

Desirable:

- Management, Policy, or Leadership additional qualification e.g. Master of Business Administration

Knowledge and skills

- Significant operational experience in high-risk human service delivery e.g., statutory OOHC services, Family Services, Youth and Community services. Ideally working and/or leading across broad range of services.
- Significant experience in leading, developing and managing large and diverse programs and sites.
- Ability to coach, mentor and develop direct reports, to build capacity and capability.
- Significant experience in engaging and managing expectations of key stakeholders and involving them when required.
- Ability to appropriately brief senior management on key issues.
- Experience in developing and managing overall financial performance within an area.
- Demonstrated experience in negotiating appropriate outcomes that deliver for clients, the sector, and the organisation.
- Proven record in contributing to and supporting tender and new business development.
- Experienced in contract management, planning and policy to support organisational and client outcomes.
- Capability to represent the interests of the organisation publicly and build appropriate relationships.
- Ability to act proactively and expertly foresee, manage, and resolve service, financial and human resource issues at a local level and in line with organisational policies, standards, and expectations.
- Excellent interpersonal and communication skills to engage with employees, government departments, clients, volunteers and within the community to create positive relationships and experiences.

Personal Qualities

- **Leadership:** the ability to model self-development behaviours and foster the development of others; lead through example; promote civic mindedness; and champion continuous improvement and initiate strategies.
- **Learning Mindset:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education and creating space for others to develop and grow.

- **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, inclusiveness, 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)

The key contributions in the role are outlined below:

Role specific

- Provide leadership and management to an assigned portfolio of programs and functions within the Divisions that are customised to meet changing needs and priorities.
- Work proactively with the Executive Director to develop and support a positive culture, creating diverse and inclusive teams, building capability through supporting and promoting development and succession opportunities and ensuring the wellbeing of our employees.
- Proactively manage and resolve service, financial, and human resource issues at a local level and in accordance with the organisation's expectations within assigned portfolio of programs and escalate and brief the Executive Director appropriately.
- Ensure the service delivery and performance of programs within your assigned portfolio are meeting the contractual and organisational expectations.
- Support the implementation of a divisional plans (e.g., strategic, improvement, growth, capability etc), initiatives and projects including partnering and/or leveraging functional capability that will bring about the achievement of the AV Strategic Plan and quality service outputs and outcomes, through the astute deployment of all available resources and infrastructure.
- Work with the Executive Director, identify growth and innovative initiatives across the division, actively engaging in relationships with stakeholders that position AV at the forefront of negotiations that realise positive outcomes for clients, the sector, and the organisation.
- Lead, mentor, and coach program managers accountable for development and implementation of the service improvement initiatives at a local and organisational level.
- Identify and report critical issues (barriers, opportunities, or threats) as they arise and issues which may have consequences for service delivery, financials and our people resources and infrastructure, which may include leveraging performance dashboards and insights and working with the Executive Director or broader Executive to address.
- Proactively manage performance reporting, risks, and the quality agenda (service delivery, operational performance targets, outcomes, client wellbeing/safety/care and complaints) to meet contractual requirements and eliminate or mitigate outcomes likely to compromise the standing and reputation of the organisation within your assigned portfolio, or across the division.
- Collaborate across AV to ensure alignment in the way we operate to strengthen the organisation, through sharing best practices, initiatives and insights that may lead to policy, process and/or practice changes.
- Assist the Executive Director in planning and act for them while they are on leave or as delegated.

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 initiatives 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.

It is an inherent requirement of the position to have (and commit to providing) some 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

AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV Senior 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.
- drive and implement all workplace health and safety policies and procedures within your area of responsibility.
- 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.

If identified as a designated site manager, ensure appropriate emergency management plans are in place, including appropriate skilled employees to meet the minimum requirements of our emergency management response and first aid requirements and emergency evacuation drills are completed in line with requirements outlined in AV procedures and lessons learnt are taken on-board to strengthen future responses.

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.

Senior Managers are to:

- identify and 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
- collaborate 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
- role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As a senior 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 and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

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 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.