

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.

Residential Services

Providing a range of Residential Services including to Young Women's (safe house and as such address is undisclosed) or Homelessness Youth Refuge that provides crisis accommodation and intensive case management support to clients ranging from 16–24-year, in line with the relevant refuge model. The programs offer short-term accommodation with the goal of sustainable housing upon exit. With clients who leave the programs being then offered time limited outreach support.

The young people who are involved in this program have often experienced abuse and neglect, or family and/or personal and developmental crises. The team works together as part of a therapeutic team to deliver specialist care for each young person within a therapeutic environment. The program addresses issues of homelessness, family conflict, as well as family and/or personal issues. The aim of the program is to provide a safe and secure environment for young people to ensure they have the physical and psychological space to enact positive change in their lives.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Residential Services
Program:	Counterpoint, Kirrang Wilam Youth Homelessness Refuge
Reports To:	Team Leader or Senior Team
Direct Reports:	N/A
Internal Stakeholders:	Employees, Managers, Quality & Outcomes, People & Culture, After Hours
External Stakeholders:	Young People, Children, Families, Government, Partner Organisations, Service Providers, Contractors, Labour Hire Staff, Community, Emergency Services
Classification:	SCHADS Level 6

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification in in Youth Work, Social Work, Psychology, Community Services or related qualification at degree level with appropriate experience.
- Full Victorian Drivers Licence.

Desirable:

- N/A

Knowledge and skills

- Experience working with complex young people and a good understanding of the issues facing homeless young people.
- Ability to develop a therapeutic alliance with young people who have experienced significant family disruption, personal trauma and who present with complex psychological and social needs.
- Sound understanding of theories relating to trauma and attachment as they relate to delivering a therapeutic framework in services for young people who have suffered neglect and abuse.
- Significant experience in engaging and working in a collaborative manner within a multi-disciplinary team, including youth work teams.
- Outstanding interpersonal and communication skills, with the ability to develop effective partnership and working relationships with other stakeholders, internal and external services.
- Experience in working with young people living with complex trauma, mental health, disability, and substance abuse and with a demonstrated ability to make a positive difference.

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

- Support the Youth Support Worker team to complete immediate MARAM tool where family violence is identified, request and share information with relevant stakeholders in line with FVISS or CISS.
- Undertake appropriate assessments and comprehensive support to young people, in collaboration with the Team Leader.
- Support and work in collaboration with youth support team to undertake assessments of young people and developing individual support plans in consultation with all relevant stakeholders.
- Provide secondary consultation and guidance to the Youth Support Worker team regarding behavioural support and strategies.
- Work with young people at risk of homelessness as appropriate in areas of family reconciliation and assisting with early intervention and diversion, e.g., working with young people and their families in brokering a safe and appropriate return to home to prevent homelessness.
- Work directly with young people and their families, where more complex and therapeutic response are required.
- Provide individual short to medium term intervention to promote wellbeing, cultivating strategies and relieving immediate distress and trauma associated with homelessness e.g., depression, anxiety.
- Identify appropriate medium- and long-term pathways and referral points, where young people require longer-term counselling or clinical responses.
- Provide group work to the young people addressing a range of issues such as self-esteem, drug use, anxiety etc.
- Maintain network relationships with relevant agencies to inform practice within the refuge and facilitate client referral pathways.
- Build the skills of employees and teams, regarding working with young people and families, for the purpose of planning/review and reinforcing therapeutic plans for young people.
- Participate in data collection to inform detailed evaluation of the program, and support Program improvement initiatives.
- Support advocate for the young people in our care in a Professional manner with key stakeholders to support positive outcomes.
- Report any incidents of immediate concerns you have in respect to the Health, Safety and Wellbeing of young people or employees or partners to your manager or via the appropriate reporting system.

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, 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.