
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.

Community Services

Community Services provides a broad range of integrated and inclusive programs within the local Community for individuals, parents, families, young people and children. Services involve working with families, schools, local organisations and communities to develop and/or deliver services responsive to local needs and that support self-determination, increase family and community capacity and reduce social isolation. Relationships and partnerships with government and other community services enhance our capacity to achieve our vision of an inclusive and connected community.

The Programs range across the state based on local needs, funding from the community and state and federal government including some of the following Programs: Community Justice, Day Living in the Community (D2DL), Gamblers Help, Parent Zone, Communities for Children, Victims Assist Program, Home Interaction Program for Parents (HIPPY), Carer Respite etc. All our Community Services are aimed to deliver better outcomes to children, young people, adults, and families in our community.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Community Services
Program:	Parent Zone
Reports To:	Team Leader Community Services
Direct Reports:	Nil
Internal Stakeholders:	Employees, Managers, Students
External Stakeholders:	Government Departments, Schools, Community Groups, Parents, Children, Young People, Auditors
Classification:	Level 6

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:

- Desirable: Lived experience of parenting a child with a disability or developmental delay

Knowledge and skills

- Experience and knowledge in group facilitation, especially peer support groups and providing professional training and mentoring, including the use of adult learning principles.
- Experience in providing individual parenting support in a sensitive and non-judgemental way.
- Sound understanding of child and adolescent physical, emotional and social development and be able to apply individual and systemic theories that underpin work with parents and children in a child-centred, family focused and strength-based framework.
- Strong knowledge of the challenges and needs of families with a child with a disability or developmental delay, including relevant support services and parenting strategies.
- Ability to establish working relationships with all key stakeholders that demonstrate respect and honest communication, particularly in relation to building partnerships and collaboration.
- Experience in Microsoft Word and Outlook programs, along with excellent oral and written communication skills, including confidence in providing information sessions to a large audience.
- Experience in data collection, analysis, and evaluation to assure and improve service delivery.
- Ability to self-reflect, take on board feedback, and use supervision opportunities to improve one's practice and leadership.

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

- Undertake strengths-based assessment of local needs and participate in the development and implementation of effective responses in relation to parent peer support and education.
- Undertake marketing responsibilities, including developing marketing material and circulating this information with prospective families and professionals.
- Develop and review program modules to ensure outcomes are being achieved and targets are being met.
- Collect data, prepare reports and complete other administrative requirements regarding the operations of the program as required.
- Promote and represent Anglicare Victoria within the community to encourage networking and sharing of resources, develop referral mechanisms with other organisations and increase community awareness of family friendly resources and support services.
- Participate in the collection, collation and dissemination of information for the newsletters and/or publications.
- Provide day to day support to the Team Leader 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.
- Provide leadership through undertaking case reviews and the development of case studies to demonstrate impacts, analysis data and identify themes across the program/s to support ongoing improvements and advocacy at a collective level for consideration.
- Draft reports 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.
- Undertake supervisory responsibilities and accreditation for relevant program trainees and/or students.
- Support students on placement with appropriate supervision and mentoring and provide advice and support to less experienced employees.
- Developing good working relationships with Aboriginal and Torres Strait Islander services, families, and communities; to ensure stronger outcomes for Aboriginal children and young people and engaging our AV Cultural Advisors to support our young people to connect to culture.
- Proactively engaging 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.
- 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.