
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.

Client Services

Anglicare Victoria (AV) services include a broad range of Family Services, OOHC Placement & Support 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 within specific areas or region 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:	Family Services, Out of Home Care, Residential Services, Youth Services, Community Services
Program:	Various Programs
Reports To:	Team Leader, Senior Practitioner, Practitioner or similar
Direct Reports:	May supervise less experienced employees or student placements
Internal Stakeholders:	All managers and employees
External Stakeholders:	Clients, Community Organisations, Providers
Classification:	Level 5

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 relevant experience or less formal qualifications with specialised skills sufficient to perform at this level to undertake the range of activities required.
- Victorian Drivers Licence.
- Qualifications obtained overseas are required to be assessed by the identified industry professional entities for industry relevance and alignment to the Australian Qualifications Framework.

Desirable:

- N/A

Knowledge and skills

- Demonstrated understanding of and experience in the human service delivery system, with reference to Child Protection and the Out of Home Care system, standards and practice.
- Demonstrated understanding of developmentally appropriate behaviour for children and young people, and understanding how exposure to trauma can affect this, that has been applied to practice.
- Experience working within or leading a multi-disciplinary client focused team.
- Strong knowledge of the theories related to the experience of trauma and challenging trauma-based behaviours.
- Knowledge and familiarity with behaviour management principles and ways of facilitating change in children and young people who have experienced trauma.
- Sound knowledge of the Child Protection and Out of Home Care system & Children Youth and Families Act 2005.
- Demonstrated capacity in approaches which will assist children and young people with developing and building new skills.
- Good communication and organisational skills, including written skills and network development skills.
- Demonstrated ability to work under pressure, manage competing demands and respond in a crisis situation.

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

- Liaise between the service user family, caregiver family and the referring worker providing consultation, advice, support, supervision, direction and management regarding the child's placement to maintain a quality service.
- Provide complex case management and support to children in care arrangements including Kinship Care, Foster Care placements, independent living, and parental care and other out of home care arrangements including case plans, care teams to ensure that optimal available supports are identified and established, holding oversight of engaged services in working towards achievement of goals.
- Ensure accurate and up to date file notes and provide other reports in relation to placements where necessary, for example, Crisis Management Plans, Case Plan Reports, Court Reports, Post Placement Reports and Best Interest Plans. Reporting includes the use of various internal and external platforms and interfaces.
- Provide a high level of case management for the client that assists in supporting them and their placement.
- Support children and young people to return home or maintain caring arrangements.
- Effectively manage, expend and acquit individualised funding budgets in a timely manner.
- Participate in occasional evening and or weekend work to support social activities with children and young people and families.
- Contribute to program improvements, management of brokerage and placement support funding, establishing and maintaining relationships with stakeholders.

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.
- 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.

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 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 and 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.

Position Title: Key Worker

Position Number/Version: Various E AW5 122023 V1.0

Approver: Director Client Services

Date: December 2023