

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.

Family Services are built around three interconnected service streams: Connecting, Strengthening and Restoring. This approach allows families to access tailored support as early as possible, while directing efforts to those most in need, wherever families are on the continuum.

Restoring Families is for children and young people from pre-birth and up to the age of 18, and their families, experiencing multiple, complex needs, and who are at elevated risk of pervasive, lifelong harm to their safety, development and wellbeing. Restoring Families is designed to provide children and families with multiple and complex needs with an intensive service response and a pathway into a sustainable network of support. Restoring Families seeks to connect children to intensive, integrated support as early as possible in their involvement with statutory services to divert or reduce their progression into the system.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Family Services
Program:	Restoring Families Rapid Response
Reports To:	Lead Practitioner
Direct Reports:	N/A
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model
External Stakeholders:	Department of Families Fairness and Housing Department of Education and Training
Classification:	SCHADS Level 6

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification in Social Work, Psychology, Family Therapy or a related behavioural science at degree level with relevant experience; or Diploma level qualification with substantial experience; or a combination of less formal qualifications and specialised skills sufficient to perform the role at this level.
- Qualifications obtained overseas must be assessed by the appropriate professional bodies for alignment with the Australian Qualifications Framework
- Drivers Licence

Knowledge and skills

- Demonstrated experience working with children, young people, and families presenting with multiple and complex needs, including those with Child Protection involvement, using child focused, family centred, and strengths-based approaches to promote safety, stability, and wellbeing.
- Skilled in conducting comprehensive risk, safety, and wellbeing assessments for children and young people, with a clear understanding of and commitment to child safety. Experienced in applying tools and frameworks such as MARAM and Signs of Safety™ to assess and manage risk.
- Ability to collaboratively develop and implement intervention plans that address protective concerns, build on family strengths, and enhance family functioning and resilience.
- Sound knowledge of child development, trauma-informed practice, and the impacts of abuse, neglect, and family violence, and an understanding of how these factors influence parenting and child outcomes.
- Understanding and experience of the child and family service system, including the role of DFFH, Child Protection, and other statutory and community partners, and the ability to work collaboratively across these systems to support positive outcomes.
- Experience delivering or contributing to evidence-based and evidence-informed interventions, with a willingness to learn and apply Practice Modules and other EBM approved models under supervision and guidance, in line with organisational and DFFH frameworks.
- Cultural competence and inclusive practice skills, demonstrating cultural humility and a commitment to culturally safe engagement with Aboriginal and Torres Strait Islander children, families, and communities, as well as those from culturally and linguistically diverse (CALD) backgrounds and other minority groups.
- Strong written and verbal communication, assessment, and reporting skills, including the ability to maintain accurate case notes, data records, and outcome measures.
- Effective collaboration and teamwork skills, with the ability to engage constructively with colleagues, Child Protection, and community partners to achieve coordinated service delivery.
- Good organisational and time-management capability, including the ability to prioritise competing demands and meet deadlines while maintaining practice quality and client focus.
- Developing analytical and evaluation skills, with a willingness to use data, feedback, and supervision to reflect on practice, monitor progress, and contribute to continuous quality improvement.

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 evidence-informed, child- and family-centred support to families experiencing vulnerability and child protection involvement, consistent with approved program models and frameworks.
- Undertake comprehensive family and systemic assessments, identifying strengths, risks, and needs to inform effective intervention planning.
- Develop and implement intervention plans collaboratively with children, young people, and families, focusing on enhancing safety, stability, and protective factors.
- Complete comprehensive safety planning and risk assessments, including the use of MARAM where required, ensuring child safety and wellbeing remain central to all aspects of practice.
- Apply assessment and psychometric tools such as NCFAS, SDQs, and Signs of Safety, consistently and purposefully to inform case planning, intervention, and review processes.
- Participate actively in supervision, reflective practice, and practice coaching to develop skills, consolidate learning, and maintain adherence to the Rapid response model requirements.
- Engage in required Restoring Families and organisational training (e.g. DFFH Practice Modules, Rapid Response,), participate in practice forums and development opportunities, and apply learning consistently in day-to-day practice.
- Complete the required practice elements modules as per your role
- Deliver flexible, targeted interventions, including home and community visits, at times that best support engagement and outcomes for families, within model parameters and safety guidelines.
- Work collaboratively with Child Protection, community services, and other networks to ensure coordinated responses and shared accountability for outcomes.
- Maintain accurate, timely, and high-quality documentation, case notes, and data entry in accordance with program and organisational standards.
- Engage in program evaluation and continuous improvement activities by contributing feedback, data, and reflections on service delivery.
- Identify and escalate risks promptly through supervision and organisational processes, following program and policy requirements.
- Contribute to a positive team environment through collaboration, open communication, respect, and shared commitment to learning and improvement.

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.

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,
- 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.