
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.

QSpace

The QSpace Network seeks to increase the ability to respond effectively and appropriately to LGBTIQ+ people, their families and carers across key life course transitions and via our collective set of services to increase service access and choice for LGBTIQ+ individuals and their families. In addition to providing specialist care and responses to more vulnerable individuals and cohorts i.e., trans and gender diverse, children and young people, people with mental health conditions and people who experience multiple forms of discrimination as a result of their identity.

The Q-Space Network LGBTIQ+ Counselling and Support Service sits within Anglicare Victoria's wider community support services and provides an opportunity and service platform to further grow our LGBTIQ+ inclusive practice in all service areas through capacity building and support.

The focus of QSpace includes direct delivery of counselling, whole-of-family support, cross referrals, secondary consults, and participation of training, communities of practice and capacity building activities.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Family Services
Program:	Adolescent Family Violence in the Home (AFVITH), Breaking the Barriers, Care Hub, Changing Futures, Disability Family Services, Family Services Support Services, Functional Family Therapy, Functional Family Therapy-CW, Functional Family Therapy-YJ, Future Pathways, Integrated Family Services (FS), Multisystemic Therapy, Parents Building Solutions (PBS), Intensive Family Services, Rapid Response, SafeCare etc
Reports To:	Team Leader or similar
Direct Reports:	Provides supports less experienced employees
Internal Stakeholders:	All relevant stakeholders to enable service delivery and continual improvement to the design and implementation of our service delivery model

External Stakeholders:	Families, Children, Young People, Government, Partnership Organisations, Funding Bodies, Education Providers, Housing Providers, Community Organisations and Local Community
Classification:	SCHADS Level 6

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification in health or welfare such as social work (mental health), psychology, counselling, or psychotherapy and/or family therapy 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.
- Relevant professional association with Psychotherapy and Counselling Federation of Australia (PACFA), Australian Counselling Association (ACA), *Australian Health Practitioner Regulation Agency* (AHPRA)
- Full 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

- Significant experience in the application of evidence based theoretical frameworks in both short- and medium-term counselling interventions.
- Significant demonstrated understanding of the issues facing the LGBTIQ+ community and the commitment to facilitating and advancing the wellbeing, understanding and acceptance of people from LGBTIQ+ communities in a respectful and positive manner.
- Significant experienced in providing secondary consults and capability building activities within the workplace.
- Advanced skills in clinical assessment, including risk, case formulation and care planning.
- Excellent communication verbal and written with the and ability to manage both internal and external stakeholders at all levels.
- Ability to self-reflect, take on board and provide constructive feedback in developing others, and use supervision opportunities to improve one's practice and leadership.
- Ability to work under limited direction from senior management, with significant delegated authority.

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

- Deliver high quality, evidence based, therapeutic counselling and family therapy to members of the LGBTIQA+ communities, and their families/carers that promotes health and wellbeing and responds to the needs of the LGBTIQA+ individuals and their families.
- Work alongside intake and assessment to identify the health, wellbeing and safety needs of LGBTIQA+ individuals and families and that identify both the risk and protective factors, providing specialist advice.
- Develop individual case plans in collaboration with the client or clients and make appropriate referrals to both internal and external support services to meet needs identified through the assessment and case planning processes. And provide support to less experienced practitioners.
- Work alongside a suite of Anglicare services to provide high quality consultancy, advice and education to staff to improve LGBTIQA+ service provision.
- Design, develop and deliver and support the training and development of key teams and/or employees in understanding LGBTIQA+ inclusive and affirming practice.
- Deliver high quality evidence based therapeutic counselling and family therapy including but not limited to brief interventions, single session therapy, trauma-informed practice, strength-based therapy, narrative therapy, systems therapy, crisis intervention, rights/advocacy approaches and use of social model of health.
- Ensure the LGBTIQA+ client is at the centre of the support provided to the family and informs goal setting, planning, review and evaluation.
- Support families/carers in better understanding and affirming their LGBTIQA+ members.
- Support and foster the development and maintenance of a learning environment and cohesive multi-disciplinary team; through, team and broader group meetings, development, supervision, and reflective practice.
- Fulfil the program obligation regarding case load requirements, targets, case recording, statistics, and other data collection and report writing.
- Participate in a state-wide advisory group to ensure the program reflects the diversity and needs of the LGBTIQ+ community. Take responsibility for key program portfolios, where required, to support the management and governance of the program.
- Represent Anglicare Victoria at relevant stakeholder forums and partnership meetings; and contributing to partnerships with important stakeholders in government, community, and community services.
- Work collaboratively with internal and external key stakeholders, health and social services and other relevant providers to provide education and support to achieve the best outcomes for all LGBTIQA+ individuals and their families.
- Providing 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.
- 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, 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.