

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.

Alcohol & Other Drug Services

Anglicare Victoria's Alcohol and Other Drugs (AOD) services operates via a number of programs which aim to reduce harm and prevent relapse. Our trauma-informed employees meet young people, adults and families where they are at in their journey and work to support safety, understanding and compassion for everyone involved in the recovery process. We provide counselling, consultancy and continuing care to individuals using substances; families and friends of individuals using substances; individuals currently involved in the criminal justice system and professionals needing assistance in working with and supporting individuals using substances. We also work with families to support the Reunification Program, which provides counselling, consultancy and continuing care to parents whose children are subject to Family Reunification Order, children who are impacted by the Family Reunification process, working in collaboration with Child Protection from a shared care approach and providing assessment and ongoing treatment for parents, their children and family members under a Family Therapy model.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Alcohol & Other Drug Services
Program:	N/A
Reports To:	Program Manager
Direct Reports:	Supervisors AOD Counsellors, AOD Coordinators, AOD Dual Diagnosis Counsellors or similar
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service
External Stakeholders:	Clients, Families, DFFH, Partnership Organisations, Community & Health Organisations, Funding Bodies, Carers and Local Community
Classification:	SCHADS Level 7

About You (Key Selection Criteria)

Qualifications

Required:

- Tertiary qualifications to Bachelor or Diploma level in social work, psychology, counselling or behavioural sciences or equivalent.
- Alcohol and Drug specific qualification or Dual Diagnosis competencies.
- Full Victorian Drivers Licence.

Desirable:

- Nil

Knowledge and skills

- Experience in supervision of staff, team development and development of a professional Alcohol and other Drug Team.
- Demonstrated experience in creating, developing and leading a team that is inclusive and engaged, supporting employees to operate to their best potential.
- Excellent understanding of the Child Protection, Out of Home Care placement and support services and family service system, including legislative and policy framework.
- Excellent understanding of the Alcohol and other Drug services, including legislative and policy framework.
- Highly developed knowledge of the complexities and intricacies of the AOD sector. Experience and practice in models of contemporary counselling approaches in the alcohol and drug field.
- Excellent knowledge of, and experience in the application of relevant theoretical approaches that underpin casework practice (including theories of child attachment, development and abuse) to vulnerable children, young people and families.
- Excellent knowledge of the issues of confidentiality, gender, cultural background, disability, age and sexuality in the delivery of Alcohol and other Drug Services.
- Experience in delivering high quality programs and services within required agreements, timeframes and budget parameters.
- Well-developed skills and experience in delivering programs and services within required timeframes and budget parameters.
- Demonstrated ability to work in partnership with key stakeholders.
- Excellent communications skills both verbal and written.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own 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 and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

- Effectively developing and managing your team, including recruiting new employees, responding to day-to-day enquiries from employees, undertaking management actions and administration e.g. leave, payroll enquiries, off boarding, induction to ensure that all employees have a good experience at Anglicare Victoria (AV).
- Providing day-to-day support, advice and coaching to development individuals and the collective team, leading to a team that are engaged with the organisation and feel supported throughout their time with AV.
- Providing appropriate employee supervision including reflective practice that supports ongoing two-way feedback to celebrate achievements, recognise opportunities for improvement and address areas of concern in respect to employee engagement and/or effectiveness.
- Compiling and maintaining up to date and appropriate documentation of supervision, development and wellbeing commitments.
- Fostering and promoting an environment and culture within the team that is safe, inclusive, professional, trustworthy and service-focused.
- Ensuring the delivery of program services meets or exceeds client requirements, and the desired outcomes are achieved.
- Monitoring program performance and outcomes through the collection, reporting and analysis of service data and implement changes to the operation of the program when required in consultation with your Program Manager.
- Ensuring the program is operated in accordance with service and quality standards, program targets, Victorian Government Department of Families, Fairness and Housing (DFFH) and related service agreements, organisational policies and accepted standards of practice.
- Monitoring performance targets, outcomes, quality standards in service agreements, legislative and policy requirements, issues of quality of care issues, reportable conduct and complaints.
- Contributing to the preparation of the program budget and work then maintain accountability for the program budget and implement corrective action as required.
- Ensuring effective management of budget in line with approved budget.
- Identifying, mitigating and reporting risk through identified channels and processes while demonstrating and understanding of individual, program and organisational risk, ensuring an appropriate sense of urgency in risk reporting.
- Initiating service improvements within the team and participate in service redevelopment and redesign across the organisation in collaboration with the Program Manager.
- Participating in the development and maintenance of quality partnerships with key agencies including funding bodies and other community services providers.
- Working in conjunction with the Program Manager to plan and implement responses in relation to sector and service developments and represent the Program Manager in external meetings when required.
- Monitoring program performance and outcomes through the collection and analysis of service data and implement changes to the operation of the program.
- Participating in the development and maintenance of quality partnerships with key agencies including the DFFH and other community services providers.
- Taking on additional services or portfolios or programs (if program portfolio is small), ensuring team engagement and performance requirements are met along with all contractual obligations.

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 Managers or Team Leaders 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 ensuring they are implemented and followed.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.

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 contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion; and
- raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies, and procedures
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- seek out support around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc.
- participate in the development and implementation of inclusion events and strategies.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As a manager 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 in 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.