

POSITION TITLE	Child, Youth and Family Worker – Complex Care
REPORTS TO	Team Leader – Child and Family (Complex Care)
LOCATION	Lilydale
KEY CONTACTS	Other Agency Staff/Client Families Relevant government and community agencies Other Agency Stakeholders

About Anchor

Anchor has a long history of providing services:

- for children and young people unable to live with their family
- to young people who are at risk
- to individuals and families who are experiencing housing stress or

homelessness. More information is available at <https://www.anchor.org.au/>

Vision	Every child, young person and family can overcome disadvantage and achieve their full potential
Purpose	To ensure every child, young person and family experiencing disadvantage can obtain the support they need to have a safe and stable home, thrive and achieve their goals in life
Values	<p>Empowerment – we enhance people’s ability to use their own resources and capacities to solve problems and pursue goals</p> <p>Diversity – we treat people fairly and are committed to ensuring cultural safety</p> <p>Excellence – we work to exceed expectations through continuous learning and improvement</p>

About Complex Care

Anchor provides high quality services that will bring about significant improvements in the life experience of children, young people and families/caregivers. Anchor prides itself on working from a strengths-based trauma informed position where the voice of clients and carers are considered a priority to informing our practice and service development.

Using the experience and expertise that exists within the organisation, a team has been developed consisting of Anchor’s Home Based Care and Youth Development Foyer based Services programs. This multi-disciplinary team works together to ensure that children and families receive seamless support as they move across the pathways. This team delivers a range of interventions that fall into scope of Targeted Care Packages, including transitioning from care, family reunification and family preservation support.

Position summary

This is a key role contributing to Anchor’s purpose of making it possible for people to attain a safe, secure and stable home and will support Anchor’s values, vision and goals. The Child, Youth and Family Worker will have specialist knowledge and demonstrated competencies of

trauma informed practice including development, and a working understanding of the statutory system.

The Child, Youth and Family Worker is required to work constructively with young people from diverse backgrounds, including those from culturally and linguistically diverse backgrounds. This position is expected to work within the policies and philosophical framework of Anchor, and to adhere to the highest professional and ethical standards when performing the duties of the position.

People in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.

Accountabilities

The primary accountabilities of the role are as follows but not limited to:

- Provide individualised support to the client and family, assessed as needed. This may include:
 - in-home support
 - assisting young people to develop independent living skills and community connections
 - delivering targeted support focusing on education and employment pathways
 - other targeted support assessed as necessary.
- Develop and maintain case plans in consultation with young people
- Maintain accurate, comprehensive participant records and statistical data in accordance with Anchor’s policies
- Remain informed of relevant changes within the sector and client groups as well as government funding, standards and policies
- Other duties, as directed by the Team Leader- Child and Family (Complex Care).

Anchor’s Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today’s changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

Key Capabilities

Client Focus: Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs.	Problem Solves: Uses and shares experience and knowledge of work area to assist in the day-to-day problems and achieving work outcomes in apposite way.
Advocacy: Advocates for clients to advance their interests in line with Anchor’s objectives.	Empowerment: Enhances people’s ability to use their own resources and capacities to solve problems and achieve goals.
Continuous Improvement: Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary.	Teamwork: Offers constructive feedback and provides balanced and informed perspectives at team meetings.
Listen, Understands, Adapts: Listens carefully to others and ensures mutual understanding and actively addresses any miscommunications.	Autonomy: Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required.
Integrity: Understands and models Anchor’s social, ethical and organisational standards and responsibilities in all interactions.	

Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage changing workloads, competing priorities and demands	Daily
	Work in a team environment, supporting team members always	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Regular
	Work in unstructured environments	Regular
	Work irregular hours, including after hours	Regular
	Work in buildings which may be two-storey	Regular
	Work in open plan office	Regular
	Sit at a computer or in meetings for an extended period, concentrating for long periods of time	Regular
People Contact	Work closely with clients to support them	Daily
	Work closely with Key Worker and Team Leader	Daily
	Liaise with other agency staff	Regular
	Advocate on behalf of clients	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police	Regular
	Engage with appropriate community networks and consultation opportunities to enable better service delivery	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: completing participant records and preparing routine reports	Daily
	Use technology including computers, telephones/mobiles, conferencing technology such as Microsoft Teams/WebEx and Zoom and a range of databases and software.	Daily
Transport	Drive vehicles, possibly over long distances and in all traffic and weather conditions	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical	Occasional

Mandatory and Licences

- Degree qualification in Social Work, Psychology, and/or related behavioural sciences, together with relevant workplace experience OR
- Advanced diploma qualification in Social Work, Psychology, and/or related behavioural sciences, together with relevant workplace experience
- Completion of a Criminal History Check and Working With Children Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- Level 2 First Aid Certificate, or the willingness to undertake gain the qualification
- Current Victorian driver's licence.

Skills, experience and knowledge

- Knowledge and demonstrated understanding of Trauma Informed Practice and Advantage Thinking
- Knowledge of the services, processes and networks that are needed and utilised by Anchor's client group in the relevant region
- Knowledge and experience related to infant and adolescent development, mental health and substance abuse

- Highly effective interpersonal and communication skills
- Strong organisational skills and the ability to set priorities within the context of competing demands
- Demonstrated ability to work flexibly, independently and co-operatively in a dynamic team environment
- Willingness to work within the Agency's philosophy and values
- Computer literacy including Microsoft Office suite and Anchor systems.

Expected behaviours for all Anchor staff

- Acts in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values
- Acts in accordance with Anchor's health and safety policy and management system
- Values and promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities
- Abides by the Child Safe Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005
- Demonstrates a customer focus by prioritising the needs and outcomes of staff and clients
- Acts in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality
- Contributes to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities
- Participates in staff meetings, program planning, professional development sessions and service planning meetings
- Participates in formal supervision processes, probationary and annual performance appraisals
- Contributes to innovation and continuous improvement
- Successfully completes all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

Anchor's commitment to child safety, diversity and inclusion

Anchor is a child safe organisation, committed to child safety and wellbeing. Anchor recruits staff in accordance with the Child Safe Standards Victoria.

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

Employee declaration

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and meets organisational objectives.

Employee Name	
Employee Signature	
Date	