

POSITION DESCRIPTION

Position:	Team Leader
Program:	Foster Care
Classification:	SCHADS Award Level 7 (Social Worker Class 4)
Hours:	Full Time (38 Hours per week)
Duration:	Ongoing
Location:	Dandenong
Accountability:	This position is directly accountable to the Program Manager OHC and in turn Senior Operations Mgr OHC
Date:	September 2017

INTRODUCTION

At Anglicare Victoria our focus is on transforming the futures of children and young people, families and adults. Our work is based on three guiding pillars, Prevent, Protect, Empower. We offer a comprehensive network of services and seek to ensure the provision of high quality services that will bring about significant improvements in the life experience of the young people, children and families/caregivers with whom we work.

Anglicare Victoria has an official Reconciliation Action Plan (RAP) that bears the Reconciliation Action Trademark. The RAP requires that staff continue to develop their cultural competence so as to maximise opportunities and improved outcomes for Aboriginal and Torres Strait Islander peoples.

OVERVIEW OF PROGRAM

The Foster Care program is a streamlined, responsive and integrated out of home care service for children up to 17 years. The primary targets are for children and sibling groups ranging in age from birth to early teens.

The program provides a full continuum of placement options from respite to long-term placements.

Key aspects of the service include the recruitment, development and support of volunteer caregivers, working with the families of children in placement, direct supportive work with children placed, grief and loss work, case management and statutory tasks including participation in formal planning and review processes for children in care.

The Team Leader is responsible for the overall coordination and delivery of the Foster Care program. Additionally, the role involves active liaison with other Home-Based Care programs on site and across the Southern Division, and liaison with the Department of Human Services.

POSITION OBJECTIVES

- To manage the delivery of a quality, flexible and accountable Foster Care service across the Southern Metro areas
- To work in conjunction with the Home Based Care program management team to plan and implement responses in relation to service developments.
- To ensure that the service is operated in accordance with DHHS service agreements, organisational policies, and accepted standards of practice.
- To ensure the ongoing support, supervision, performance management, learning and development of service staff.

KEY RESPONSIBILITIES

- Ensure that service delivery is focussed on the needs of the service users and that it occurs within the constraints of budget and Service Agreement parameters.
- Monitor service performance and outcomes through the collection and analysis of service data.
- Identify and correct internal service performance issues to ensure quality outcomes.
- Liaise with funding bodies, participate in the negotiation of service agreements and ensure that performance targets are met.
- Prepare accountabilities for Agency management and funding bodies as required.
- Liaise and consult with relevant regional service networks, including the Victorian Government Department of Human Services (DHHS), parish and community groups.
- Respond to inquiries or complaints in relation to service delivery and escalate these to program and area management as required.
- Participate in internal organisational service and professional development initiatives as required.
- Initiate service improvements and participate in service redevelopment and redesign as required.
- Recommend and implement program and policy development in consultation with the Program Manager OHC
- Contribute to and support promotional, business development and fund raising initiatives undertaken by Anglicare Victoria as required.
- Monitor and ensure compliance with program-specific policies and procedures.
- Provide regular professional supervision to program staff in accordance with human resource policies and procedures and ensure that staff's support needs are met.
- In conjunction with the Senior Operations Mgr, Program Manager OHC or Human Resources, implement strategies to maintain staff morale, cohesion and a strong sense of team.
- Conduct the annual performance review with staff.
- Recruit and recommend selection of service staff and assess their training needs, in consultation with the Program Manager OHC.
- Contribute to the preparation of cost centre budgets, maintain accountability for these budgets and implement corrective action as required.
- Participate in the development of appropriate service models for tenders as required.

Occupational Health & Safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees and volunteers are required to take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures.

KEY SELECTION CRITERIA

Essential

1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialized skills sufficient to perform at this level.
2. Experience and demonstrated ability in the provision of out of home care services.
3. Demonstrated supervisory experience and leadership qualities with the capacity to motivate and lead a staff team.
4. Highly developed verbal and written communication skills.
5. Effective conflict resolution skills, including the ability to appropriately balance competing demands and interests of key stakeholders such as clients, caregivers, DHHS and community organisations.
6. Highly developed organisational skills and capacity to monitor and review workload impacts.
7. Ability to contribute to policy development and implement and monitor program budget.
8. Ability to design community service responses to identified needs.
9. Thorough understanding of the issues relating to the placement of children in alternate family care – including permanency planning principles and their applicability to children in Foster Care.
10. Working knowledge of the principles and theory of child protection, and how the legislative framework governs practice and primary approaches to intervention with families.
11. Knowledge of, and capacity to apply theories of child attachment, development and abuse which can be appropriately utilised in a supervision context.
12. Working knowledge of the local and regional service network is considered advantageous.
13. Capacity to apply quality improvement and quality assurance initiatives within a leadership role, including application of Privacy legislation, OH&S requirements in relation to critical incidents and stress management; staff appraisal and case management approaches such as the Looking After Children initiative.
14. Computer literacy

Desirable skills, knowledge, and experience

- Sensitivity to issues of confidentiality, gender, cultural diversity, disability, age and sexuality in dealing with a wide variety of client groups.
- Capacity to provide adaptive and flexible leadership approaches.
- Capacity to work to the mission and values of Anglicare Victoria.
- Ability to support and lead staff and volunteers in a range of service areas.
- Understanding of functions and the position within the organisational context including relevant policies, procedures and regulations.

OHS - Employees are be required to complete the OHS requirements of the organisation, which may include local level training relating to equipment usage, Hazardous Chemicals, PPE.

Employees, contractors and volunteers:

- participate in relevant health and safety training based on roles and responsibilities (Contractors to provide evidence of prior relevant training)
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies
- understand and comply with all OHS legislation and regulations relevant to their activities at the designated workplace
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to the Team Leader/Supervisor or Regional Manager

TERMS AND CONDITIONS

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check and must provide a Working with Children Check prior to commencement.
- A current Victorian Driver's licence is essential.
- Anglicare Victoria is a member of HESTA (Health Employees Superannuation Trust). At present, we contribute 9.5% of ordinary time earnings to this fund. Staff may elect to choose their own superannuation fund.