

TEAM LEADER POSITION DESCRIPTION

PRESTON FAMILY SERVICES

NORTH EAST METRO REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Team Leader
Program	Preston Family Services
Classification	SCHADS Award Level 7 (Social Worker Class 4) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time
Hours per week	38
Duration	Ongoing
Location	North East Metro Region – 42 Mary St Preston
Reporting Relationship	This position reports directly to the Program Manager
Effective date	August 2019

Overview of programs

1. The purpose of Anglicare Victoria's Family Services Program is to strengthen families' capacity to meet the needs of their children. The service promotes the safety and wellbeing of children by supporting and empowering families to enhance family functioning and therefore improve child outcomes. Many of the families that Family Services works with have long histories of involvement with Child Protection and community agencies, and as a result, they require flexible and innovative interventions to address their needs and promote the best social, emotional, educational and health outcomes for their children.

The service targets families with children newborn to 18 years who live in the NE Metro Region, which includes the LGAs of Banyule, Darebin, Nillumbik, Whittlesea and Yarra.

The Program includes Integrated Family Services and Intensive Family Services:

- Integrated Family Services is delivered in the context of the North East Metro Child and Family Services Alliance, which is an alliance of nine agencies and DHHS. Most referrals for Integrated Family Services are from the Orange Door.
- Intensive Family Services is a 200 hour approach for families who have a child subject to a Family Preservation Order, Family Reunification Order or an Interim Accommodation Order. Referrals for Intensive Family Services are from DHHS Child Protection and the family work is in partnership with Child Protection.

The service aims to address the needs of families who have multiple and complex needs that impact on parenting and family life. Family Services Practitioners work collaboratively and respectfully with children and families to build upon their existing strengths, and to enhance and develop skills and coping strategies.

Family Services provides case management support within a managed case plan designed to improve the lives of children. Individual family work is complemented by group work where appropriate, as well as strategies to both engage families with their communities, and for communities to be more responsive to the needs of children and their families.

2. The NE Metro Family Violence Flexible Support Packages Program provides brokerage funding for post crisis support to assist individuals with or without children. The funding is used for the payment of specific services/items identified in their case management plan.

Position Objectives

1.	Coordinate the delivery of a high quality program that provides improved outcomes for children and their families.
2.	Plan and implement responses in relation to sector and service developments.
3.	Ensure appropriate processes are in place to enable continuous improvement of services. Promote best practice and ongoing quality improvement of the program.
4.	Ensure the program is operated in accordance with service and quality standards, program targets, DHHS service agreements, organisational policies and accepted standards of practice.
5.	Provide ongoing support, supervision, performance management, learning and further development of team members.

Key responsibilities

The key responsibilities are as follows but are not limited to:

1.	Ensure the delivery of program services meets client requirements and is in accordance with the service agreements and within the program budget.
2.	Monitor performance targets, outcomes, quality standards in service agreements, legislative and policy requirements, reportable conduct and complaints. Fulfil data collection requirements and ensure required service standards are met and that a continuous quality improvement system is implemented.
3.	Participate in the development and maintenance of quality partnerships with key agencies including DHHS and community services providers.
4.	Participate in the professional development and recruitment of staff, including supporting a culture of reflective practice, quality supervision and coaching.
5.	Implement service improvements and participate in service redevelopment and redesign.
6.	Monitor the program budget and implement corrective action as required.
7.	When required by the Program Manager, provide support to the Family Violence Flexible Support Packages Program.
8.	Undertake other duties within capability as directed from time to time.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	<p>1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial relevant experience.</p>
	<p>2. Excellent understanding of the Child Protection, Placement and Support Services and Family Services systems, including the legislative and policy framework.</p>
	<p>3. Demonstrated experience leading a team to achieve outcomes, providing good quality supervision and managing performance.</p>
	<p>4. Excellent knowledge of, and demonstrated experience regarding the application of relevant theoretical approaches that underpin casework practice (including theories of child attachment, development and abuse) with children, young people and families who have multiple and complex needs.</p>
	<p>5. Well-developed skills and demonstrated experience in delivering programs and services within required timeframes and budget parameters.</p>

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria 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 all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

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, contractors 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
- 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 their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 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, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____