

Position Description

Title	Team Leader – Home Based Care
Business unit	Child, Youth and Families, Eastern Melbourne
Location	160 Whitehorse Road, Blackburn 3130
Employment type	Full time Ongoing
Reports to	Manager - Child, Youth and Family Preservation

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Team Leader, Home Based Care is responsible for the development, delivery, performance and quality of the Foster Care program. This role oversees the provision of case management, carer supervision, and carer recruitment in both the Inner and Outer East. The position has an operational focus and is expected to contribute to the development of strategic initiatives and plans.

The Team Leader provides leadership to staff members and volunteers, and is responsible for contributing to the delivery and development of services that respond to consumer needs. The position is responsible for ensuring services meet and maintain accountability for statutory and reporting requirements, and contributing to the growth of the foster care program through recruitment and retention of volunteer carers.

2. Scope

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Budget: \$700K

People:

- Senior Case Manager – Homes Based Care
 - Senior Case Manager – Home Based Care
 - Senior Carer Recruitment and Support Worker
 - Case Manager – Home Based Care
 - Volunteers
 - Other Uniting staff, as required
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3. Relationships

Internal

- Senior Program Management
- Staff, volunteers and contractors
- Uniting Corporate, Support Services and Mission divisions

External

- Consumers and their families, carers and/or advocates
 - Government departments and other funding bodies
 - Key partners, community services networks and peak bodies
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4. Key responsibility areas

Leadership and professional practice

- Participate in operational planning and localised team, program and service planning in accordance with the Strategic Plan and business operational objectives
- Implement innovation that has been developed to improve service delivery using methodologies that meaningfully enable consumer participation and inclusion, and respond to emerging needs
- Implement consistently high-quality, consumer-centred and culturally competent programs and services
- Ensure that regular, appropriate supervision and reflective practice is provided across all programs and services, and that service delivery reflects contemporary practice
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy, including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant)
- Contribute as directed to research, conferences, training and/or forums

Service delivery and partnerships

- Ensure services are accessible to, and inclusive of the diverse communities
- Implement continuous quality improvement processes to achieve high performance and optimum consumer outcomes
- Ensure programs and services are well coordinated and collaboratively delivered via a care team approach to achieve positive outcomes
- Ensure that targets are met and reported on appropriately to funding bodies
- Serve as the primary contact to peers with key partners and sector networks
- Provide information to support business development activities (e.g. tender applications) and opportunities leveraging partnerships where possible
- Collect and analyse data and other relevant evidence to support continuous improvement, staff development and business development purposes
- Ensure the voice and lived experience of children and young people is heard and acted upon, and that a family and carer inclusive approach is adopted
- Ensure staff provide individualised, consumer-centric services using relevant best practice frameworks, models and tools

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- Supervise workloads and workflows and ensure consumers receive timely and appropriate services

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Contribute to the recruitment of staff members

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.
- Contribute to annual budget development for the Home-Based Care East team and support monitoring and management of financial resources to achieve optimal service outcomes, efficiency and sustainability
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required
- Provide regular reports on required service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required
- Ensure brokerage expenditure promotes optimal consumer outcomes within allocated budget
- Implement and monitor appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:

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- Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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5. Performance indicators

- Quality and performance of programs and services
 - Workforce performance and development
 - Stakeholder engagement
 - Risk management
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6. Person specification

Qualifications

- Bachelor level degree in social work, psychology, social science or a related discipline (required)
- Current Victorian drivers license is required

Experience

- Experience in developing and leading complex programs/services in the delivery of high-quality consumer and/or community-centric services
- Demonstrable supervisory experience preferably in the children, youth and families sector
- Extensive knowledge in family services, child protection and/or out of home care, including relevant legislation and regulations
- Knowledge and understanding of trauma informed and culturally competent practice, including knowledge and application of therapeutic parenting practices
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health & Safety etc.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
 - **Leadership:** knowledge and skill in leading and managing people within a complex service delivery environment; ability to build strong, high functioning teams and align teams with the organisational values and goals; role modelling expected behaviour
 - **Consumer-centricity:** extensive experience in applying a consumer-centric, trauma-informed and culturally competent approach to case work; supervisory approach which privileges the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families and their informal/formal support network to achieve optimal, sustainable outcomes
 - **Communication:** high level written and oral communication skills; ability to conduct presentations and prepare high quality reports
 - **Relationships:** track record of being able to form positive, collaborative and effective relationships with staff; ability to engage, build and maintain strong, mutually beneficial relationships with a diverse range of external stakeholders; negotiation and influencing skills including cross-culturally
 - **Change management:** demonstrated experience in leading successful change in collaboration with staff
 - **Problem-solving:** proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment
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7. We are a child safe organisation

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Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
