

FAMILY SERVICES TEAM LEADER

INTEGRATED FAMILY SERVICES

MORWELL

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	Family Services Team Leader
Program	Family Services
Hours	Full Time
Hours per week	38
Duration	Fixed Term 12 months
Location	Inner Gippsland – Office location Morwell
Reporting Relationship	This position reports directly to Manager Family Services
Effective date	May 2019

Overview of program

This Team Leader position oversees a team of practitioners from Integrated Family Services, The Orange Door (TOD) and Latrobe Community Connect.

Inner Gippsland Program is a partnership of agencies which include Anglicare Victoria, Berry Street, Quantum Support Services, Queen Elizabeth Centre, West Gippsland Healthcare Group (Baw Baw Shire only) Wanjana Lidge, Uniting and Bass Coast Community Health all with the support of DHHS. IFS provide family services assistance to families with complex needs with children newborn to 18 years of age to promote the best social, emotional, educational and health outcomes. Anglicare Gippsland Integrated Family Services (IFS) provide a range of short and longer term support including assessment, case management, in home support and advocacy, intervening to strengthen family's capacity to meet the wellbeing and safety needs of children.

The Orange Door Support and Safety Hubs assists women and children experiencing family violence and support vulnerable families who need help with the wellbeing and development of their children. They will help connect people directly to services and provide a coordinated response to a range of different needs.

Anglicare Victoria (AV) and Ramahyuck District Aboriginal Corporation (RDAC) partner together to provide Latrobe Community Connect Packages (LCC Packages) to families and young people residing in Latrobe, Baw Baw and Wellington, who are experiencing disadvantage to increase community engagement and participation. Young people and their families will be provided with culturally appropriate intake, assessment and planning support to assist them to remain connected to their community, increase employment opportunities and create opportunities for participation in social activities.

Position Objectives

Using a team approach and drawing on practice skills and experience, the Family Services Practitioner will:

1.	Provide high level leadership for all staff, volunteers and partner agencies within the program
2.	Work collaboratively with Child Protection, TOD and other professionals to respond to family violence and children and family vulnerability concerns.
3.	Ensure implementation of organisational policy, standards and procedures
4.	Ensure that all service standards and targets are met, and that appropriate processes are in place to enable continuous improvement of services
5.	Monitor and maintenance of the program budgets and business plans, and ensuring business plan objectives and budget targets are achieved

Key responsibilities

This section has the key responsibilities of the position. A maximum of seven responsibilities is regarded as sufficient. Please delete rows that are not required. Focus on the key responsibilities of the role and don't list every task and duty.

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

1.	To lead and manage an integrated team to work with families to empower them to manage their life situation and to take charge of their lives, including a positive engagement with their community, and offer direct assessment and casework service to referred families in a timely/culturally relevant way.
2.	To develop / maintain effective working relationship with key stakeholders including the TOD, Community Based Child Protection workers, DHHS and partner agencies in terms of enhancing outcomes for families, with protective issues
3.	Ensure appropriate risk and needs assessments and Child and Family Action plans are developed and completed and ensure all case recording is completed in a timely manner. The Team Leader to work alongside the staff to develop their competencies in these areas.
4.	To provide regular supervision both formal and informal and case consultations within a strengths based framework. Undertake annual Individual Learning Plan review and development of staff.
5.	Under the direction of the Program Manager, actively explore opportunities for continual improvement of standards of service, organisational processes and practices within the programs of this role.


Key Selection Criteria

The Key Selection Criteria is the basis upon which applicants will be assessed. Applicants will be assessed on the role specific requirements and the Anglicare Victoria Capability Framework. In section A, the hiring manager can develop up to a maximum of an additional four role specific criteria. The role specific requirements must be numbered and listed in order of importance, with role specific criteria number one being the mandatory qualification as indicated below. When determining the role specific criteria, consider Key Responsibilities and the Position Objectives sections. Please delete rows that are not required.

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. Each of the role specific criteria are to be addressed individually (no more than 2 pages in total).

	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 skills sufficient to perform at this level.
	2. A comprehensive understanding and experience in the human service delivery system, with particular reference to Family Services, the understanding of the social context and impact of child abuse and neglect, and of individual and systemic theories that underpin casework practice.
	3. Ability to lead, manage and motivate staff and create a workplace culture based on cooperation, teamwork and common pursuit of organisational objectives. Mediating and negotiating appropriate outcomes in complex work situations.
	4. Represent the interests of the organisation publicly and building appropriate relationships with government, other organisations and key stakeholders
	5. Effective written and verbal communication skills, computer skills in Microsoft Office packages, as well as excellent time management skills and ability to be self-directed.

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 three nominated capability groups; **Personal Qualities**, **Relationship and Outcomes**, and **Leading People** (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

- An attractive remuneration package will be negotiated with the successful applicant. 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 Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
