

## SENIOR TEAM LEADER RESIDENTIAL CARE SOUTHERN 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

<b>Position</b>	Senior Team Leader
<b>Program</b>	Residential Care
<b>Classification</b>	SCHADS Award Level 8 (Social Worker Class 4 + HD)
<b>Hours</b>	Full Time
<b>Hours per week</b>	38 hours per week
<b>Duration</b>	Ongoing
<b>Fixed term end date</b>	NA
<b>Location</b>	Southern Region, based primarily at Dandenong Office
<b>Reporting Relationship</b>	This position reports directly to Program Manager Residential Care
<b>Effective date</b>	May 2021

## Overview of program

The Team Leader Residential Care is responsible for a complex program area which sits as part of a continuum of OOHC & Family Services in the South Division. This position is classified as a Senior Team Leader as it is responsible for a particularly complex program area with related high risk service profile. Residential Care requires a high level of operational management in order to minimise risks and maximise outcomes.

## Position Objectives

1.	To provide excellent leadership and co-ordinate the delivery of a high quality program that provides genuine and positive outcomes for clients.
2.	To work in conjunction with the Program Manager and other Team leaders to plan and implement responses in relation to sector and service developments.
3.	To ensure appropriate processes are in place to enable continuous improvement of services and to promote best practice, and contribute to program development and refinement of practice guidelines.
4.	To ensure the program is operated in accordance with service and quality standards, program targets, Department of Families, Fairness and Housing (DFFH) and related service agreements, organisational policies and accepted standards of practice.
5.	To provide ongoing support, supervision, performance management, learning and development of team members in this program.

## 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 service agreements and Anglicare policies and procedures.
2.	Monitor performance targets, outcomes, quality standards in service agreements, legislative and policy requirements, management of risk including quality of care issues, reportable conduct and complaints.
3.	Monitor program performance and outcomes through the collection and analysis of service data, and implement changes to improve the operation of the program through redevelopment and design.
4.	Participate in the development and maintenance of quality partnerships with key stakeholders including DHHS and other community services providers.
5.	Participate in the professional development and recruitment of staff, including supporting a culture of reflective practice, quality supervision and coaching.
6.	Ensure residential facilities are well maintained and comply with Organisational OH&S standards and always aim to achieve a four star rating.
7.	Contribute to the preparation of the program budget and work with the Program Manager and other Team Leaders to maintain accountability for the program budget and implement corrective action as required.
8.	Provide supervision and support to a multi-disciplinary team that consists of House Coordinators, Case Managers, Community Development, Family Engagement workers and Casual Residential Youth Workers.
9.	Liaise with DFFH in relation to program planning, monitoring and provision of services to clients.

## 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).

	1. Tertiary qualifications degree level or above preferably in social work, psychology or behavioural sciences or equivalent. This qualification is supported by demonstrated substantial experience.
	2. Extensive experience working in the human service delivery system, with particular reference to OOHC statutory service provision – preferably Residential Care.
	3. Excellent understanding of the Child Protection, OOHC Placement and Support services and Family Service system, including legislative and policy framework.
	4. Excellent knowledge of, and experience in the application of relevant theoretical approaches that underpin casework practice (including theories of child attachment, development and abuse) to vulnerable children, young people and families.
	5. Well-developed skills and experience in delivering programs and services within required timeframes and budget parameters.

## 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 recognizes 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:

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Signature:

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Date:

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