

## TEAM LEADER FAMILY SERVICES INNER GIPPSLAND

**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>	Team Leader
<b>Program</b>	Family Services- Yaail Lung Dardee Stronger Families
<b>Hours</b>	Full Time
<b>Hours per week</b>	38 hours per week
<b>Duration</b>	Ongoing
<b>Fixed term end date</b>	
<b>Location</b>	Gippsland Region located In Morwell with travel to other sites
<b>Reporting Relationship</b>	This position is directly accountable to the Manager of Family Services
<b>Effective date</b>	November 2018

## Overview of program

Yaail Lung Dardee Stronger Families offers intensive, short and long term, whole-of-family case support and specialist services to enable children, who are at imminent risk of being placed in care for the first time, to remain at home with their parents or to support their return home to their parents' care when it is safe to do so.

The program includes in-home parenting support, therapeutic services, youth mediation and long term casework, for up to 12 months if required. Through engagement, assessment, planning and the coordination of services, caseworkers promote sustainable change that achieves positive social, emotional, educational and health outcomes for children and their families.

The program operates within a partnership between Anglicare Victoria, Ramahyuck District Aboriginal Corporation, Quantum Support Services, Berry Street Take Two, the Queen Elizabeth Centre and the Department of Health and Human Services. This partnership of service providers will work together in the development, delivery and review of a family action plan that addresses the individual needs of families referred to the service. The casework component of the program is crucial in coordinating this process and supporting families to greater independence as their need for services, including child protection reduces.

## Position Objectives

1.	Provide high level leadership for all staff, volunteers and partner agencies within the program
2.	Ensure that all service standards and targets are met, and that appropriate processes are in place to enable continuous improvement of services
3.	Monitor and maintenance of the program budgets and business plans, and ensuring business plan objectives and budget targets are achieved
4.	Ensure implementation of organisational policy, standards and procedures

## Key responsibilities

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

1.	Lead and manage a team of Family Services staff and to provide leadership to other staff and teams as required. This includes but is not limited to support and regular supervision.
2.	Develop and maintain communication links and co-operative arrangements with the funded Yaail Lung Dardee Stronger Families partnership.
3.	Develop and maintain communication links and cooperative arrangements with the appropriate funding body, community service providers and other key stakeholders relevant to the program
4.	Ensure appropriate needs and risk assessments and Child and Family Action plans are completed and developed. The team leader to work alongside the staff to develop their competencies in this area.
5.	Under the direction of the Program Manager, actively explore opportunities for continual improvement of standards of service, organisational processes and practices within the program.
6.	In partnership with the Program Manager, ensure that services within the Program/s meet the quality requirements and service targets specified in Anglicare Victoria's policies and standards, funding bodies' program specifications and relevant legislation
7.	Monitor program budgets in consultation with the Program Manager and Regional Accountant, in accordance with parameters set by Finance Department.

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

	1. A relevant tertiary qualification in psychology or social work with substantial experience in the industry, or less formal qualifications with specialised 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
	3. Mediating and negotiating appropriate outcomes in complex work situations.
	4. Representing the interests of the organisation publicly and building appropriate relationships with government, other organisations and key stakeholders.
	5. Ability to lead, manage and motivate staff and create a workplace culture based on cooperation, teamwork and common pursuit of organisational objectives.

## 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:

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Signature:

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Date:

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