

TEAM LEADER AFTER HOURS SERVICE

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	After Hours Team Leader
Program	After Hours Service
Classification	SCHADS Award Level 7 (Social Worker Class 4)
Hours	Full Time
Hours per week	Full or Part time applicants considered
Duration	Ongoing
Fixed term end date	N/A
Location	Collingwood Requirement to complete outreach if required.
Reporting Relationship	This position reports to the Program Manager After Hours Service.
Effective date	November 2019

Overview of program

Anglicare Victoria are establishing a new After Hours response service, which will provide an out of business hours crisis response to relevant program areas. Programs will include, but not be limited Residential Care, Home Based Care, Lead Tenant, Youth Refugees, Targeted Care Packages.

This After Hours Service will provide high quality risk assessment, advocacy, and will coordinate and manage any complex issues which arise out of business hours.

This support will be provided to clients, staff and volunteers and will primarily be provided by telephone, however in person responses will also occur as needed.

This is an exciting opportunity to be a part of a new program approach, where there will be ongoing review and refinement and development.

Position Objectives

This Team Leader role, will be a dual leadership and practice role, where the team leader will be required to undertake direct practice as a significant component of the role, as well as the leadership requirements of a team leader position.

1.	To co-ordinate the delivery of a high quality After Hours response service that provides responses to complex and high risk issues.
2.	To work in conjunction with direct line manager/s to plan and implement responses in relation to sector and service developments.
3.	To ensure the ongoing review and development of appropriate processes, to enable continuous high levels of service and to promote best practice and ongoing quality improvement of the program.
4.	To 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.	To provide ongoing support, supervision, performance management, learning and development of team members in this program.
6.	To be an active member of After Hours Service roster and OnCall. This will require you to provide a high quality emergency response to clients, staff and volunteers across a range of programs.
7.	Conduct risk assessments to determine the current and ongoing risks, as well as negotiate with relevant stakeholders (including but not limited to: DHHS, Police, Hospitals etc) to implement a response which is in the best interests of all involved.
8.	Complete timely, accurate and appropriate case notes, CIMS reports and statistical documentation, as well as engage in staff meetings, supervision and other relevant professional training and forums.
9.	Engage in professional supervision and performance development.
10.	Provide an in person response if required.

Key responsibilities

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

1.	Provide Team Leader responsibilities, as well as direct practice/being an active part of the After Hours service roster. This includes evening, weekend and OnCall work, in order to provide immediate response, support, intervention, information, guidance and if required direct care to clients, staff and volunteers, as well as conduct risk assessments and manage and respond to referrals.
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2.	Ensure the delivery of program meets client requirements and is in within program budget requirements.
3.	Provide high quality risk assessment and emergency responses to staff, client and volunteers, across a range of services, including statutory services. This will require both remote and in person responses as required.
4.	Monitor performance targets, outcomes, quality standards, legislative and policy requirements, issues of quality of care issues, reportable conduct and complaints.
5.	Monitor program performance and outcomes through the collection and analysis of service data and implement changes to the operation of the program.
6.	Participate in the development and maintenance of quality partnerships with key agencies including the Victorian Government Department of Human Services (DHHS) and other community services providers.
7.	Provide regular quality and reflective supervision to staff. As well as participate in the professional development and recruitment of staff, including supporting a culture of reflective practice, quality supervision and coaching.
8.	Initiate service improvements and participate in service redevelopment and redesign.
9.	In conjunction with the Program Manager maintain accountability for the program budget and implement corrective action as required.
10.	Other duties as required.

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>	1. Tertiary qualifications, preferably in social work, psychology or behavioural sciences or equivalent.
	2. Excellent understanding and experience working within the child protection, placement and support services and family service system, including relevant legislative and policy framework.
	3. Ability to demonstrate excellent communication and negotiation skills, both over the phone and in person, in complex and demanding situations.
	4. Experience in working in fast paced, high pressured situations, which includes triaging complex issues, and negotiating with other stakeholders including statutory services.
	5. Highly developed skills in risk assessment and responding to and managing complex, high risk and critical incidents across statutory and other services.
	6. 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.

	7. Well-developed skills and experience in delivering programs and services within required timeframes and budget parameters.
	8. Strong leadership skills, both at an individual level and team level with the ability to manage a team of experienced and skilled practitioners.
	9. Strong written and computer skills. Knowledge of computer systems such as CRISP is advantageous.

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.

The 'Shows cultural awareness' capability indicates the importance that Anglicare Victoria places on valuing people irrespective of their race, religion, gender or sexuality. The 'Shows cultural awareness' capability is described as '*respecting diversity in all its forms. Values diversity as a strength and positively utilises diversity*'

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: _____