

## Position Description

<b>Position Title:</b>	Team Leader, Family Services
<b>Program:</b>	Family Services
<b>Location:</b>	Ballarat. Travel to other locations may be required.
<b>Reports To:</b>	Manager, Family Services

*This Position Description intends to describe the general scope, level of work, accountabilities, and responsibilities of the position. It does not necessarily include all duties and responsibilities.*

*This Position Description may be altered in accordance with the changing requirements of the position.*

## About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable, marginalised and/or at risk.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

## CatholicCare Victoria Values

Values	Behaviours
<b>Respectfulness</b>	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
<b>Integrity</b>	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
<b>Inclusivity</b>	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.
<b>Collaboration</b>	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.

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<b>Compassion</b>	We connect with each other’s stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.
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## About the Program

The Family Services program at CatholicCare Victoria provides Department of Families, Fairness and Housing (DFFH) funded services to families and children in the community. The Family Services program provides a continuum of support to families in the community, ranging from supporting them in their parenting role, to working intensively with families under increased pressure whose children are at risk of placement in care services, or have been placed in care and are able to be reunified with family in a short timeline, through the Victorian and Aboriginal Family Preservation and Reunification Response (FPRR).

The Family Services team aims to promote strong families with children who are safe, healthy, resilient and thriving; and parents and caregivers who are supported to create safe and nurturing home environments.

Along this continuum of support, the Family Services program provides responsive, flexible and sustainable support to children and families with the intensity that is required at the point when it is needed.

## Position Summary

The Team Leader, Family Services works with the other Team Leaders in the program across CatholicCare Victoria. Team Leaders provide support and supervision to practitioners engaged with children, young people and parents/caregivers in a child focused, empowering and meaningful way. Using a Relational Approach practitioners work with families to Connect; Understand; Link-Up; Build and Empower; and Create Opportunities. Close working relationships with other stakeholders, including Child Protection, are built to ensure that children can remain in, or return to families safely.

Team Leaders and practitioners work collaboratively and collectively with service providers.

Delivery of rapid, flexible, culturally safe and intensive service when and where families need them and are delivered through a lead practitioner model supported by a care team approach.

Evidence-informed approaches are embedded into practice and will lead to improved outcomes for children and families.

## Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Work with Children and Families	<ul style="list-style-type: none"> <li>• Support Family Services practitioners to work with the Best Interest Case Practice Framework and the Response Practice Modules and Elements.</li> <li>• Support Family Services Practitioners to conduct and develop assessments and time limited case practice interventions that lead to improved outcomes for children which include safety and stability within families.</li> <li>• Support a Care Team Approach, coordinate, facilitate and deliver a rapid, culturally safe, flexible and intensive service to children and their families.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Use approaches that consider the best interests of the child, trauma informed practices, knowledge of child development, attachment theories, family preservation and reunification principles, and other relevant frameworks.</li> <li>• Educate team members regarding the causes of family violence and the theoretical underpinnings of working with families where family violence is an issue.</li> <li>• Regularly monitor progress, review interventions and outcomes and provide advice regarding referral to suitable services with the agreement of the family members for individual case loads as well as at program level.</li> <li>• Coordinate and participate in case load allocation processes.</li> <li>• Work closely with the service sector, in particular the Child Protection Navigator, Community Based Child Protection Practitioners and the Child Protection program more broadly.</li> <li>• Provide regular supervision (individual/group/reflective practice sessions) to all team members which is reflective, strengths based and trauma informed.</li> <li>• Manage performance of individual staff as required and in consultation with the Manager if required.</li> <li>• Coordinate and oversee student placements within the program.</li> <li>• Approve the use of Flexible Funding for practical needs and specialist services to meet child and family needs and goals within the terms of the program guidelines and with the approval of the line manager where required.</li> <li>• Some flexibility of working hours is required (eg: where Family Services practitioners are working with families between 7am and 7pm).</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Provide leadership to enable an outcome focused, flexible and coordinated service.</li> <li>• Undertake the day-to-day coordination of the Family Services program.</li> <li>• Provide supervision and support to staff.</li> <li>• Facilitate team meetings that encourage staff input and support collaborative decision-making.</li> <li>• Provide general leadership support to other organisational staff as may be required.</li> <li>• Foster the learning and development of program staff and liaise with the Manager regarding training and development opportunities.</li> </ul>
Program Development and Coordination	<ul style="list-style-type: none"> <li>• Assist in the development and implementation of program planning.</li> <li>• As part of the leadership team ensure current documentation of program processes are up to date.</li> <li>• Monitor and supervise the maintenance of client records, systems and client data recording in accordance with funding body and legislative requirements.</li> <li>• Ensure data entry (eg Case notes/service hours) occurs in a timely and accurate manner in accordance with funding body and program requirements.</li> <li>• Identify and progress opportunities for the Family Services team to engage with relevant stakeholders to enhance client outcomes.</li> <li>• Represent the organisation at relevant networks and meetings as required.</li> <li>• Liaise with funding body representatives as requested.</li> <li>• Facilitate completion of and/or prepare reports in accordance with funding body requirements.</li> <li>• Liaise with peer Coordinators and Managers as required on referral pathways, practice guidelines, program delivery and service models.</li> <li>• Participate in the case allocations process.</li> </ul>

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Service Quality	<ul style="list-style-type: none"> <li>• Monitor and support staff in the development of goals, action plans and safety plans with families through direct work with individuals and groups as appropriate.</li> <li>• Ensure that the program operates within the Guidelines set out by DFFH.</li> <li>• Undertake regular outcome measurements and reporting using the designated outcome measurement tools.</li> <li>• Enter and monitor data as required to ensure Funding and Service Agreements are met.</li> <li>• Participate in ongoing evaluation processes with a focus on client outcomes, service responsiveness and flexibility.</li> <li>• Undertake portfolio and/or project work as required and agreed with the Manager.</li> <li>• Conduct regular case file audits to ensure quality and compliance in case work meets with DFFH requirements.</li> <li>• Keep appropriate records including case note recording, supervision records and statistical data.</li> <li>• Attend allocations meetings with The Orange Door and other referral sources as required and ensure families referred to the program are allocated in a timely manner as per program guidelines.</li> <li>• Undertake various administrative tasks such as the approval of timesheets, approval leave.</li> </ul>
Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Develop, maintain and strengthen existing linkages with a range of community services and State government agencies.</li> <li>• Assist other services in the catchment area to continually develop appropriate service structures and processes to improve their capacity to respond to family's needs.</li> <li>• Participate in Family Service Alliance activities, including working groups, as required.</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>• Participate in specific training and education relevant to the role as identified by the Coordinator in discussion with the Manager.</li> <li>• Engage in supervision with the manager and actively participate in supervision.</li> </ul>
Work as part of a team	<ul style="list-style-type: none"> <li>• Contribute to the ongoing development of the team through collaborative teamwork.</li> <li>• Work collaboratively with other Coordinators and the Manager in the Family Services program.</li> </ul>

The position is also required to perform other duties as lawfully and reasonably directed.

## Reporting and/or Supervision Relationships and Authority

### Reporting Relationship:

The position reports to and works under the limited direction of the Manager, Family Services.

### Position/s reporting to the Team Leader Family Services

The position is responsible for the supervision and mentoring of practitioners and students.

### Authority:

The position exercises a degree of autonomy. Significant decisions require the approval of the Manager (or other person's acting with the Manager's authority).

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Date of Position Description:	December 2022	Position Description Template Version:	December 2022
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The position has significant delegated authority.

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

The position may be required to participate in and manage significant projects as required.

#### **Position Breadth:**

The Team Leader is accountable for small to medium program areas and assists the Senior Manager/Manager Family Services with contracted funding, budget and accreditation responsibilities.

### **Stakeholder Relationships**

#### **Internal Relationships:**

The Team Leader:

- Works under direction from the Manager, Family Services and works cooperatively with all Family Services team members and Team Leaders.
- Works alongside other programs and personnel located in the same or other CatholicCare Victoria locations.
- Works with People and Culture to ensure a positive workplace culture and implementation of People and Culture policies and procedures

#### **External Relationships:**

As agreed with the Senior Manager/Manager Family Services, the Team Leader establishes and maintains key external relationships including but not limited to:

- Work with key stakeholders that support families and children including government and non-government organisations, particularly Child Protection and care team members from all services.
- Work with extended family members and other people who are significant in the lives of children.
- Participate in various Alliance activities as required.

### **Organisational Responsibilities of the Position**

#### **Workplace Health and Safety (WHS)**

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

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The position is also required to ensure a safe and healthy work environment for all employees, contractors, clients, volunteers and visitors.

### **Cultural Safety and Respect**

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

### **Safety of Children, Young People and Vulnerable Adults**

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

### **Risk Management, Accreditation and Quality Improvement**

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

### **Policies, Procedures and Legislative Requirements**

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *employee code of conduct*;
- information privacy and confidentiality;
- equal opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

## **Key Requirements**

### **Qualifications and/or Training**

1. Professional qualification in Social Work, Welfare or other relevant tertiary study.

### **Experience**

2. Substantial experience in the community and social services sector.
3. Demonstrated experience in providing supervision to staff and /or students within a community services organisation or other program providing direct casework support to families and children.
4. Demonstrated experience in working as a practitioner in a similar field providing direct case work/clinical support to children and families.

### **Knowledge, Skills and Attributes**

5. Advanced knowledge and application of relevant theories, intervention approaches and understanding of the causes of family breakdown, child safety and child development, including coaching and support practitioners and senior practitioners.

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6. Advanced understanding of the impacts of trauma on children and adults and demonstrated experience in the application of approaches for working effectively where trauma is featured.
7. Demonstrated knowledge of the Best Interest Case Practice Framework, MARAM framework and an understanding of outcome measurement, goal setting and review and family safety planning.
8. Ability to work effectively and cooperatively with a care team of professionals and family members.
9. Understanding of practicing in a culturally safe way and of the requirements for Aboriginal self-determination.
10. Participation in supervision and professional development.
11. Demonstrated experience in providing supervision to students, including supporting senior practitioners in providing student supervision.
12. Highly developed written and verbal communication skills, the ability to use computer software and client management systems.

### Child Safety

13. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation.

### Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas
- International Police Check (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertake a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

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## Signatures

This section is to be signed upon appointment:

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

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