

Position Description

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| Position Title: | Team Leader, Children’s Contact Centre |
| Program: | Family Law Services, Community Wellbeing, Client Services |
| Location: | Wangaratta, some travel may be required to other CCV offices |
| Reports To: | Manager, Parenting Orders Program and Children’s Contact Centre |
| Award and Classification: | <i>Social, Community, Home Care and Disability Services Award 2010, Level 6</i> |

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.

About Client Services

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Community Care – Services which offer care and support for those in need.
- Community Participation – Programs which enable individuals and families to participate within communities.
- Community Wellbeing – Programs which assist the wellbeing of families in contemporary society.
- Client Services and Development, including contract management – Coordination of contracts including CatholicCare Victoria Tasmania (CCVT), data integrity and reporting, Policy and Advocacy, Business and Service Development, Social Enterprise and other service development.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Position Summary

The Children's Contact centre is funded by the Federal Attorney-General's department and enables children to have safe contact with a parent who they do not live with including supervised time where there are perceived or actual risks to children or a safe and neutral transfer between parents where there is high conflict in the separated parents' relationship. The service is child focused and ensures safety of children is at the core of all activities. The service also assists families to transition to self-management of parenting arrangements in line with court orders.

The position has responsibility for program implementation, leadership, clinical supervision, support and line management of the Children's Contact centre practitioners located in Wangaratta to ensure safe and quality outcomes for children and families. The centre will be operational on Saturdays and Sundays so some weekend work will be required

The team leader will work collaboratively with the Manager to ensure that a cohesive team delivers the best and most consistent results for our clients across CatholicCare Victoria.

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 |
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| Program Planning | <ul style="list-style-type: none"> • Support the implementation of CatholicCare Victoria's Children's Contact centres through the provision of client service delivery and enhancement of client outcomes • Provide input for the formation and establishment of Children's Contact centre programs and support implantation of the operational plan for the centre. • Support and lead in collaboration with Manager the implementation of the Children's Contact centre in Wangaratta. |
| Program Performance and Reporting | <ul style="list-style-type: none"> • Lead the Children's Contact centre in best practice models and aligned service delivery • Review and monitor program performance • Ensure Children's Contact centre meets expectations within Attorney-General Department's "Guiding Principles framework for good practice" <ul style="list-style-type: none"> • Report monthly to the Manager on progress against targets, objectives, deliverables and expenditure against budgets • Collect information as required for the CCVT client management system and ensure team's compliance with reporting expectations i.e productivity, data quality, outcome measurement • Manage client and staff matters in the program with a focus on safety and risk |
| Service Delivery | <ul style="list-style-type: none"> • Undertake comprehensive and ongoing intakes and assessments, including screening for safety concerns, particularly family violence, and determining suitability for Children's Contact centre • Participate in the supervision of children's visits with their parents and changeovers between parents including intervening when necessary to ensure the physical, emotional and psychological wellbeing of children is maintained • Actively promote a child focused approach, including meeting with children when assessed as appropriate. • Communicate in a respectful and sensitive manner at all times whilst maintaining cultural safety. Liaise with legal professionals |

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| | <ul style="list-style-type: none"> • Ensure accurate and observational notes are taken of all visits and oversee practitioners reports in accordance with court requirements |
| Leadership and People Management | <ul style="list-style-type: none"> • Promote a positive workplace culture with a high performing, engaged workforce. • Manage and coach direct reports to support them in the achievement of their goals. • Ensure the effective implementation of workforce planning, recruitment, on boarding, probation, performance review and development, and learning and development in accordance with People and Culture policies and procedures |
| Relationship Management | <ul style="list-style-type: none"> • Develop, maintain and enhance local relationships, alliances, networks and partnerships with the court’s agencies and government at local, community and regional levels • Develop effective and collaborative working relationships with funding bodies in the program area, as agreed with the Manager |
| Quality and Compliance | <ul style="list-style-type: none"> • Work collaboratively to implement CatholicCare Victoria’s continuous quality improvement approach throughout the program and service areas – including the implementation Quality Work Plan for all programs and services • Ensure a culture mindful of risk management, health and safety at all times |
| CatholicCare Victoria Tasmania (CCVT) | <ul style="list-style-type: none"> • Contribute to the formulation and monitoring of Activity Work Plans (AWP), data reporting and service initiatives from the Department of Social Services (DSS) |
| Site Management | <ul style="list-style-type: none"> • Undertake responsibility for local site management issues including health and safety, administration and related matters as required |

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 works under the guidance and direction of and reports to the Manager, Parenting Orders Program and Children’s Contact centre

Position/s reporting to the Manager: Children’s Contact centre practitioners.

The position is responsible for leading and supporting employees, including establishing and monitoring work outcomes.

Authority:

The position exercises managerial responsibility for the Program and Services. The position is responsible for planning and managing Programs and Services. The position is responsible for setting outcomes and establishing work practices.

The position has significant delegated authority. The position is required to exercise judgment, and work within the relevant delegation’s policy, procedure and guidelines of CatholicCare Victoria.

Position Breadth:

The Manager is accountable for a range of medium to large programs with contracted funding, budget and accreditation responsibilities.

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Stakeholder Relationships

Internal Relationships:

The team leader:

- operates as a member of the CatholicCare Victoria leadership and operations teams working closely and collaboratively with CatholicCare Victoria Tasmania (CCVT) where appropriate
- works closely with other team leaders and the position's direct reports
- works closely with the People and Culture Team to ensure a positive workplace culture and implementation of people and culture policies and procedures.

External Relationships:

The Manager establishes and maintains key external relationships including but not limited to:

- local catchment service networks and local governments in the catchments we provide services
- the Federal Circuit and Family Court of Australia
- working groups and reference groups with peak bodies and other stakeholders including the National network for Children's contact centres

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.

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.

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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 for CatholicCare Victoria;*
- information privacy and confidentiality;
- equal opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Relevant tertiary qualification, preferably in Social Work, Psychology, Human Services or Community Development or similar related discipline
2. Post graduate qualifications desirable

Experience

3. Demonstrated experience in leading and supervising a team in human services programs
4. Experience in working with separated families and understanding of the best interests of children
5. Sound experience in planning, implementing and evaluating services

Knowledge, Skills and Attributes

6. Demonstrated ability in supporting a positive and cohesive team in context of staff working varying hours and days to each other
7. Demonstrated capacity to build and maintain effective relationships with broad range of stakeholders
8. Strong understanding of a variety of theoretical frameworks and intervention strategies, including working with children, young people and families and screening and assessment of risk issues including family violence
9. Strong commitment to quality client outcomes and best practice including demonstrated child focus approach
10. Ability to manage challenging situations and difficult conversations in a respectful manner
11. Understanding of relevant legislative requirements including the Family Law act and funding body frameworks and guidelines an advantage
12. Demonstrated awareness of the role of a faith-based organisation committed to diversity and inclusion of all clients, communities, staff and volunteers
13. Demonstrated interpersonal, written and verbal communication skills

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14. Well-developed working knowledge of Microsoft Office suite and windows operating environment, including Word, Excel and PowerPoint

Child Safety

15. 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).

Signatures

This section is to be signed upon appointment:

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| Name: | |
| Signature: | |
| Date: | |

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