

Position Description

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| Position Title: | Team Leader, Family Services and Kinship Care |
| Program: | Community Care, Client Services |
| Location: | Mildura. Regular travel to other locations will be required. |
| Reports To: | Manager, Family Services |
| 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.

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CatholicCare Victoria’s Northern catchment covers the LGAs of Rural City of Mildura, Rural City of Swan Hill, Gannawarra, Buloke, Yarriambiack Shires, Wentworth and Balranald. Services provided from the CatholicCare Victoria Mildura Office base are: Family Services; Kinship Care; Family Mental Health Support Service (FMHSS); Personal Helpers and Mentors Service (PHaMs); Family and Carer Mental Health; Counselling; Family Dispute Resolution; Specialised Family Violence Services; No Interest Loan Scheme; ParentsNext. The Kinship Care program also operates from the Swan Hill office.

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 ranging from supporting parents caring for their children at home, to working intensively with families under increased pressure. Family Services incorporates the Kinship Care program in Mildura and Swan Hill, which aims to identify kinship networks early, strengthen reunification where appropriate, promote placement quality and support children and young people living with kinship families and promote placement stability to avoid the likelihood of entry into residential care.

The Family Services program aims to promote strong families with children who are safe, healthy, resilient and thriving; and parents and carers 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 position is responsible for ensuring the effective and efficient coordination of Family Services. The position is also responsible for coordinating and monitoring caseloads, including providing support, guidance and supervision to staff to ensure positive outcomes.

The Team Leader will work collaboratively with other Team Leaders 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 |
|--------------------------------|---|
| Program Delivery and Reporting | <ul style="list-style-type: none"> • Manage a varied client caseload through both supervision of staff and personal direct service delivery including managing a waiting list/active hold where required • Report monthly to the Senior Manager/Manager Family Services on progress against targets, objectives, deliverables and expenditure against budgets • Manage client and staff matters in the program • Contribute to the development of funding proposals and tenders, service models, research and innovation • Undertake and complete all reporting requirements in a timely and accurate manner |
| Program Development | <ul style="list-style-type: none"> • Participate in the formation of programs and work practices • Support the Senior Manager/Manager Family Services in implementing operational/business plans for the program |

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| Leadership and People Management | <ul style="list-style-type: none"> • Promote a positive workplace culture with a high performing, engaged team • Supervise and coach direct reports to support them in the achievement of their goals • Support the Senior Manager/Manager Family Services in ensuring the effective implementation of workforce planning and recruitment • Complete on boarding, probation, performance review and development, and learning and development processes in accordance with People and Culture policies and procedures • Proactively implementing conflict and grievance resolution processes in accordance with People and Culture policies and procedures • Complete probation and performance management processes in accordance with People and Culture policies and procedures • Support Practitioners to work within the DFFH Stronger Carers, Stronger Children Framework. |
| Financial Management | <ul style="list-style-type: none"> • Contribute to the preparation and monitoring of program budgets • Ensure the program and services are able to operate effectively within budgets |
| Relationship Management | <ul style="list-style-type: none"> • Represent CatholicCare Victoria, as appropriate, in liaison with agencies, parishes, government and business at local, community and regional levels • Liaise with other services about demand management, referrals and service delivery issues |
| Quality and compliance | <ul style="list-style-type: none"> • Work collaboratively with stakeholders and implement CatholicCare Victoria's continuous quality improvement approach throughout the program and service area – including the implementation Quality Work Plan for all programs and services • Ensure a culture mindful of risk management, health and safety at all times • Support the Senior Manager and Performance and Enablement to ensure all sites (including outposts), motor vehicles, IT systems are appropriate and managed to ensure optimal delivery of service to clients |
| • 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 limited direction of and reports to the Senior Manager/Manager

Position/s reporting to the Team Leader Family Services:

The position is expected to provide first level supervision and management of employees, including setting outcomes for the work area for which they are responsible.

Authority:

The position exercises first level supervisory responsibility for the Program. The position allows the incumbent the scope to influence the operational activities in their program.

The position has significant delegated authority from the Senior Manager/Manager Family Services.

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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 closely with Managers, other Team Leaders and the position's direct reports
- works with the Performance and Enablement Team to monitor program budgets
- 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:

- local catchment service networks and local governments in the catchments we provide services
- working groups and reference groups with peak bodies and other stakeholders
- Government departmental liaison and service delivery management
- other funding bodies

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:

- *Code of Ethics and 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

Experience

2. Demonstrated experience in the delivery of health, social or community services
3. Demonstrated experience in providing professional supervision to client-facing staff in the delivery of human services programs

Knowledge, Skills and Attributes

4. Strong understanding of a variety of theoretical frameworks and intervention strategies, including working with children, young people and families
5. Sound understanding of relevant legislative requirements and funding body frameworks and guidelines
6. Demonstrated capacity to build and maintain effective relationships with a broad range of stakeholders
7. Proven skills in managing staff engaged in service delivery, case work in a multi-disciplinary setting
8. Awareness of program budget management
9. Demonstrated ability to work autonomously and as a key member of operational teams
10. Demonstrated awareness of the role of a faith-based organisation committed to diversity and inclusion of all clients, communities, staff and volunteers
11. Demonstrated interpersonal, written and verbal communication skills
12. Well-developed working knowledge of Microsoft Office suite and windows operating environment, including Word, Excel and PowerPoint
13. A collaborative style

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- 14. Sensitivity to understand and respond to the needs of different audiences
- 15. Preparedness to travel, as and when required, to different locations

Child Safety

- 16. 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).
- NDIS Screening (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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