

## Position Description

<b>Position Title:</b>	Team Leader, Residential Care
<b>Program/Section and/or Portfolio:</b>	Community Care, Client Services
<b>Location:</b>	107 Firebrace Street, Horsham
<b>Reports To:</b>	Manager, Care Services
<b>Award and Classification:</b>	<i>Social, Community, Home Care and Disability Services Industry 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 and/or marginalised.

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 Therapeutic Residential Care

CatholicCare Victoria's Therapeutic Residential Care program provides accommodation and support to young people aged 12-18 years, who are referred through the Child Protection system.

CatholicCare Victoria operate two Therapeutic Residential Care 2-bed care homes in the Wimmera region located in the Horsham area; and one Therapeutic Residential Care 2-bed care home in the Central Highlands region in Ballarat. CatholicCare Victoria also operate a four-bed RP3 Complex Residential care home (based on a therapeutic model) in Ballarat.

The Therapeutic Residential Care program provides a trauma informed and healing care environment for up to two young people (per care home) who are subject to a statutory order or a Voluntary Child Care Arrangements.

Young people residing in the Therapeutic Residential Care homes have experienced complex trauma including abuse, neglect, attachment disruptions, developmental trauma and separation from family, and may use pain-

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based behaviors that result in risk taking and challenging behaviors and dysregulation. CatholicCare Victoria's Behaviour Response and Therapeutic Support Framework supports healing from complex trauma through the creation of positive, safe, therapeutic relationships and reparative experiences with House Workers informed by a sound understanding of complex trauma, attachment disruption and development needs. Priority is placed on therapeutic and healing support and intervention, building and achieving education and vocational links and outcomes, and comprehensive and holistic transition planning in collaboration with young people, to transition to permanent living arrangements, including reunification with family and independent living.

The primary objective of CatholicCare Victoria's Therapeutic Residential Care program model is to:

- Provide safety and the highest quality therapeutic care to the child and young person.
- Achieve a child or young person's permanency objective (reunification, placed in a kinship or kith arrangement, supported to planned independence).
- Strengthen cultural identity and connection for all Aboriginal young people.

The model aims to support young people to stabilise their behaviour and build their future through a focus across the following five domains:

- Safety.
- Managing Emotions.
- Life Skills.
- Education and Employment.
- Identity and Connections.

## Position Summary

The Team Leader, Residential Care supports an enhanced response to delivering Therapeutic Residential care that is designed to create trusting, nurturing relationships with a small network of House Workers. With the advice and support of the Therapeutic Practitioner, House Workers provide relational experiences with therapeutic intent that support young people to recover from adverse experiences of abuse, neglect and trauma. This includes supporting the Therapeutic Practitioner to spend significant amounts of time in the care home on a weekday on a regular basis.

The Team Leader, Residential Care holds team leader responsibility for two Therapeutic Residential Care 2-bed care houses located in the Horsham area to ensure the effective and efficient coordination of these houses.

The primary objectives of the position are to:

- Ensure the establishment and embedding of a therapeutic care environment and therapeutic care practices within the care home.
- Provide coordination to the operations of the care home.
- Provide formal line management supervision to the Education and Vocation Specialist and Senior House Workers.
- Plan and facilitate the Residential Care team meetings.
- Participate in House meetings with House Workers and young people as deemed appropriate through discussion with the Therapeutic Practitioner.
- Participate in Care Team meetings with the Therapeutic Practitioner as deemed necessary.
- Participate in the rostering for the CatholicCare Victoria Residential Care program and Youth Justice Community Support Services On-Call Management Back Up after hours' support.

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## Key Result Areas and Responsibilities

Key Result Area	Key Responsibilities
<b>Team Leadership</b>	<ul style="list-style-type: none"> <li>• Promote a positive workplace culture with a high performing, engaged team.</li> <li>• Provide overall leadership, and supervision of the operations of the Therapeutic Residential Care homes in collaboration with the Senior House Workers and the Therapeutic Practitioner.</li> <li>• Lead and support staff in the embedding of a therapeutic care environment and development of service provision that is therapeutic, outcome focused, culturally sensitive, flexible and coordinated, to ensure the program operates effectively and efficiently within the program model (as articulated in program documentation), program requirements, guidelines and practice manuals.</li> <li>• Assist to develop and implement program planning.</li> <li>• In collaboration with the Therapeutic Practitioner, provide formal psychoeducation and ongoing day to day guidance related to trauma and trauma informed care to ensure that House Workers gain a full understanding of the process of recovery, and the trauma informed therapeutic care responses they provide to the young people.</li> <li>• Plan and facilitate team meetings that encourage staff input and that support collaborative decision making processes.</li> <li>• Lead the implementation of the Sanctuary Model tools and use of PACE as the key relational tool in the program.</li> <li>• Coordinate and monitor staff records, including time sheets and leave requests approval and coordinate and monitor staff coverage across the roster.</li> <li>• Complete onboarding, probation, performance review and development, and learning and development processes in accordance with People and Culture policies and procedures.</li> <li>• Proactively implement conflict and grievance resolution processes in accordance with People and Culture policies and procedures.</li> <li>• Complete probation and performance management processes in accordance with People and Culture policies and procedures.</li> <li>• Provide supervision support to Senior House Workers, including fortnightly formal line management supervision with regard to client related items.</li> <li>• Provide regular supervision to the Education and Vocation Specialist.</li> <li>• Monitor the team's performance in relation to meeting key performance indicators in accordance with funding body practice guidelines and staff performance objectives.</li> <li>• Work with Senior House Workers and House Workers in the development of individual and program work plans, and performance appraisals.</li> <li>• Participate in the rostering for the CatholicCare Victoria Residential Care program and Youth Justice Community Support Services On-Call Management Back Up after hours' support.</li> </ul>
<b>Program Coordination</b>	<ul style="list-style-type: none"> <li>• Lead, coordinate and monitor the development and filling of House Worker rosters, including coordinating coverage across the roster.</li> <li>• Together with the Manager, Care Services develop, implement and review key partnership arrangements with relevant stakeholders, including but not limited to, networks, Memorandum of Understanding, service level agreements, protocols.</li> <li>• Ensure all health and safety requirements are in accordance with program requirements.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Monitor program expenditure against the available budget. Ensure funds are utilised responsibly and flexibly, following approval from line management where indicated.</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>• Provide advice to line management to improve program performance and delivery and to escalate matters as required.</li> <li>• Monitor and review the portfolio documentation and practice manuals as indicated.</li> <li>• Provide reports as required by the Service Agreement to collaborating services, CatholicCare Victoria Management and other stakeholders as required, and as requested by management.</li> <li>• Identify and progress opportunities for the CatholicCare Victoria Therapeutic Residential Care service to engage with relevant stakeholders to enhance client outcomes.</li> <li>• Raise issues impacting upon service delivery within portfolio responsibilities, with some thought put into areas for improvement or change.</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Lead the provision of relational experiences with therapeutic intent that support young people to recover from adverse experiences of abuse, neglect and trauma. This includes supporting the Therapeutic Practitioner to spend significant amounts of time in the care House on a regular weekday basis.</li> <li>• Ensure high quality out of home care casework processes in accordance with the program model requirements, guidelines and practice manuals, both in office and in the residential care home (within prescribed timeframes).</li> <li>• Participate in discussions with the Manager, Care Services and the Therapeutic Practitioner regarding client matching and referrals into the program.</li> <li>• Participate in House meetings with House Workers and young people as deemed appropriate through discussion with the Therapeutic Practitioner.</li> <li>• Participate in Care Team meetings with the Therapeutic Practitioner and Senior House Worker as deemed necessary.</li> <li>• Provide back fill to the Therapeutic Practitioner role as required (under the guidance of the program's consultant Therapeutic Specialist from Australian Childhood Foundation) during periods of leave.</li> </ul>
<b>Program Team</b>	<ul style="list-style-type: none"> <li>• Foster the learning and development of the team and liaise with the Manager, Care Services regarding training and professional development opportunities.</li> <li>• Participate as a member of the CatholicCare Residential Care team and wider Youth Services team, and engender respectful team member relationships.</li> <li>• Participate in regular formal line management supervision with the Manager, Care Services.</li> <li>• Participate in professional development and reflective practice opportunities.</li> <li>• Participate in sector networks as required.</li> <li>• Raise issues impacting upon service delivery with the Manager Care Services with recommendations into areas for improvement or change.</li> </ul>
<b>Operations and Administration</b>	<ul style="list-style-type: none"> <li>• Ensure the accurate and timely entry of data as required.</li> <li>• Ensure the accurate and timely keeping of client files.</li> <li>• Actively participate in organisational meetings and activities as required.</li> <li>• Actively support the effective operation of the residential care program.</li> </ul>

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

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## Reporting and/or Supervision Relationships and Authority

### Reporting Relationship

The position works under the limited direction of and reports to the Manager Care Services (or other positions acting with delegated authority).

### Positions Reporting to Position

The position provides first level supervision and management of Senior House Workers and Education and Vocation Specialist, 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 Manager. The position is required to work within the relevant delegation's policy, procedure and guidelines of CatholicCare Victoria.

## Stakeholder Relationships

### Internal Relationships

- Operates as a member of the team.
- Works cooperatively with all employees of the Residential and Care Services Team and broader Youth Services team.
- Develops a working relationship with Care Services management and employees.

### External Relationships

Develop and maintain effective working relationships with a range of external stakeholders including, Child Protection, Berry Street and CatholicCare Victoria Intensive Case Managements Service, the Department of Families, Fairness and Housing, Placement and Support Planning Unit and Child Protection, other out of home care providers and other collaborating services, organisations and stakeholders.

## 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 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:

- 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. Degree qualification with substantial experience or post-graduate qualification in Psychology, Social Work or a related discipline.
2. Post-graduate training (or undertaking) in relevant child, adolescent and family therapeutic practice is highly regarded.

### **Experience**

3. Demonstrated experience in leadership and supervision of staff both at an individual and team level.
4. Demonstrated experience in program coordination including rostering, intake, assessment and case work functions.

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## Knowledge, Skills and Attributes

5. Demonstrated knowledge and understanding of the out of home care sector, Child Protection system and the relevant legislative and practice frameworks; with demonstrated experience working in the sector, preferably in residential care.
6. Thorough and demonstrated knowledge and understanding of trauma informed therapeutic care.
7. Demonstrated capacity to network, engage and foster stakeholder relationships in the ongoing development, promotion and enhancement of client centred programs.
8. Demonstrated interpersonal, verbal and written communication skills.
9. Demonstrated knowledge and application of Microsoft Office suite and windows operating environment (including Word, Excel and PowerPoint) and HR Systems for rostering and reporting together with proven accurate data entry skills.
10. Demonstrated ability to flexibly manage competing priorities.
11. Demonstrated resilience, including the proven ability to monitor own stress levels and practicing and promoting self-care strategies and the establishment and maintaining of appropriate professional boundaries.

## Child Safety

12. 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.
13. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
14. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

## 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 Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking 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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