



## Position Description

<b>Position Title:</b>	Program Leader – Child and Family Services
<b>Salary &amp; Conditions:</b>	FamilyCare Enterprise Bargaining Agreement
<b>Department:</b>	Child and Family Services
<b>Direct Report To:</b>	Manager – Child and Family Services
<b>Responsible For:</b>	Provision of support to Children and Families
<b>Performance Review:</b>	At three months, then annually thereafter.

### FamilyCare Vision

Strong families and communities.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira. FamilyCare's activities include child and family services, men's services, carer and disability support programs and community development.

## Key Selection Criteria

### 1. Qualifications

#### Essential

- Bachelor of Social Work, or other relevant tertiary qualifications related to social welfare practice.

### 2. Skills, Knowledge and Experience

#### Essential

- Ability to assess the needs of children, families and individuals presenting for service at FamilyCare.
- Sound knowledge of theoretical and practice frameworks relating to child development, trauma and attachment.
- Understanding of casework practice with an emphasis on:
  - Child, family and individual functioning
  - Assessment
  - Counselling
  - Therapeutic frameworks.
- Ability to lead and train staff in the assessment of children and families need in order to develop and implement appropriate action plans in line with good case practice and the best interests framework.
- Experience in leading a team and providing supervision, direction, and debriefing to staff.

- Demonstrated knowledge and experience in the issues relating to families, children, and adolescents, specifically in the areas of:
  - Family functioning
  - Social issues affecting families
  - Parent/child relationships
  - Parenting skills
  - Children's development.
- Understanding of the principles of the relevant state and federal legislation that impacts on child and family welfare including the Children, Youth and Families Act 2005, the Child Wellbeing & Safety Act 2005 and the recent federal changes to the Family Law Act 1975.
- An understanding of the child protection system and the ability to liaise with members of the child protection team.
- Able to communicate, negotiate, and liaise with a range of professional, statutory and community services; including promotion of the program area.
- Excellent reporting and presentation skills.
- Well-developed interpersonal and communication skills including the ability to communicate with a range of people including but not limited to government, statutory bodies and clients.
- Proficiency using Microsoft Office and other data base systems.

#### Desirable

- Previous experience in the child and family services' sector.

### **3. Program Leader Child and Family Services – Information**

#### Aim of Service

Child and Family Services works with families where there are children up to 18 years of age. The program aims to enhance family, child, and young people's health and well-being, to help prevent child abuse and neglect and to support the family through major life transitions and times of difficulties. We utilise a strength-based approach in supporting families to achieve their goals and work in alignment with the best interest's framework.

The Program Leader will be responsible for the day to day operation and administration of a team of Child and Family workers and will ensure a child focused/strengths based approach is used when supporting families. The role will contribute to the overall services offered by FamilyCare and will contribute to the improvement and ongoing provision of quality family support services delivered through FamilyCare.

### **4. Key Performance Responsibilities**

#### **4.1 Service Delivery**

- Ensure client assessments, case work, and planning are conducted in line with program expectations.
- Participate in planning of the Child and Family Services' programs.
- Lead a team to achieve positive outcomes for clients and meet agency standards and guidelines.
- Ensure program and client records are maintained according to established agency policies and procedures.

- Lead practice development and case reflection
- Undertake on call duties where negotiated.
- Portfolios as designated.
- Support the development and implementation of Early Intervention approaches within child and family services as required.

#### **4.2 Data Collection and Reporting**

- Maintain program administrative requirements including maintenance of comprehensive case notes.
- Electronic data collection requirements.
- Provide internal reports to the Manager.

#### **4.3 Representation and Advocacy**

- Identify gaps in services available to clients and advocate on their behalf.
- Attend network meetings and other related local forums or meetings.
- Actively network locally and regionally to raise awareness and knowledge of the Child and Family Services' programs and the issues affecting children, adolescents, and families.
- Attend internal program and team meetings.

#### **4.4 Community Development and Education**

- Increase community awareness regarding issues affecting families and available support services through the provision of information, education and advocacy.
- Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to children, young people, and families.
- Promote a broader understanding of relevant State and Federal legislation that impacts upon children and family welfare including the Children, Youth and Families Act 2005 and the Child Wellbeing and Safety Act 2005.
- Participate in media initiatives associated with the program when required.

#### **4.5 Quality Improvement and Evaluation**

- Meet occupational health and safety requirements.
- Conduct activities to measure the effectiveness of interventions applied.
- Ensure that relevant policies and procedures are followed.
- Participate in regular supervision activities and appraisals.
- Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
- Be aware of and meet relevant Quality Management System responsibilities.
- Participate in relevant evaluation activities.
- Provide guidance where required on FamilyCare's responsibilities to contribute to children's safety and wellbeing and action reports of neglect or abuse.

## **5. Current and Valid checks:**

- Drivers licence.
- Police check.
- International police check when applicable.
- Working with Children Check.

## **6. Other Information**

- Salary packaging is offered within prescribed guidelines.
- All staff and volunteers must abide by a Code of Conduct.
- FamilyCare is committed to:
  - Ensuring the safety of children.
  - Respecting diversity and
  - Providing a workplace free from discrimination and harassment.