

Position Description

Position Title	Child Wellbeing Team Leader
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Classification	Level 7 Social, Community, Home Care and Disability Services Industry Award 2010
Department	Child & Family Services
Work location	Shepparton
Employment type	Ongoing Full time
Position reports to	Manager, Child & Family Services, FamilyCare
Performance Review	At three months, then annually thereafter

The Child Wellbeing Team Leader will provide day to day coordination, supervision, practice oversight and support to a team of skilled Child Wellbeing Practitioners within the Goulburn Orange Door. They will provide oversight of the screening, assessment, triage and response to referrals in relation to concerns for a child's wellbeing and development.

The Team Leader is responsible for exercising managerial responsibility in line with FamilyCare's organisational goals, legislative requirements and funding requirements for The Orange Door, in collaboration with The Orange Door leadership team.

The Team Leader will lead the development of strategies to develop and expand quality services and identify current and future opportunities for quality outcomes for children, young people and families at The Orange Door.

FamilyCare Vision

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism. Our vision is strong, resilient 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.

Support and Safety Hubs (The Orange Door)

The Victorian Government has committed to implementing all 227 recommendations of the Royal Commission into Family Violence and to delivering on the vision described in *Roadmap for Reform: Strong families, Safe children*.

A key recommendation of the Royal Commission and the Roadmap for Reform was to establish a network of Support and Safety Hubs (The Orange Door) across Victoria to provide a new way for women, children and young people experiencing family violence, and families in need of support with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services.

The State-wide concept highlights that the safety of victim survivors and children is The Orange Door's first priority. It also recognises that a gendered understanding of family violence and an understanding of child and family vulnerability are critical to effective services and systems. The Orange Door is accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need. They will also engage perpetrators and plan interventions to hold them to account.

Role of The Orange Doors

The Orange Door will deliver a fundamental change to the way we work with women, children and families, and men. The role of The Orange Door is to provide:

- a more visible contact point so that people know where to go for specialist support
- help for people to identify family violence and child wellbeing issues
- advice based on contemporary risk assessment tools and guidance
- specialist support and tailored advice for victims, families and children, and perpetrators
- connection and coordination of access to support
- a system-wide view of service capacity, client experience and outcomes

The Orange Door Team

The Orange Doors will bring together different workforces and practices to create an integrated Orange Door Team and a consolidated intake point in each Orange Door area to create a new way of support for:

- women, children, young people and families experiencing family violence
- perpetrators of family violence
- families in need of support with the care, development and well-being of children.

This will be achieved by drawing on the expertise of Community Service Organisations, Aboriginal services and Department of Health and Human Services and their deep connections with people in local areas, and bringing together workers from organisations that currently:

- receive police referrals for women and children who are victims of family violence
- receive police referrals for perpetrators of family violence (known as 'Enhanced Intake Services')
- receive child wellbeing referrals
- provide the Child FIRST service
- deliver other relevant services as appropriate, such as those delivered by Aboriginal services

The Orange Door team will include a mix of staff employed by Family Safety Victoria (FSV) and staff employed by FamilyCare, Primary Care Connect, Nexus Primary Health, Rumbalara Aboriginal Co-operative and Department of Health and Human Services.

Child & Family Services (CAFS) – Programs and Services

In line with the establishment of The Orange Door in Shepparton (and an access point in Wallan), this new position with FamilyCare will primarily work from the Orange Door location, but will remain connected and involved with the rest of the CAFS programs and with FamilyCare as an organisation. This position will work alongside other roles at FamilyCare, focused on child wellbeing and family violence, and as part of the Child and Family team at FamilyCare.

Key Performance Responsibilities

Service Delivery

1. Ensure child wellbeing and safety is at the forefront of team members and immediately report any concerns via the appropriate channels.
2. Operational management of The Orange Door team including:
 - a. developing staff rosters
 - b. monitoring team performance
 - c. assigning cases to team members
 - d. approving allocations to core services
3. Providing leadership, guidance and oversight, including embedding the MARAM Framework.
4. Identifying and mitigating issues that may adversely affect client outcomes.
5. Monitoring delivery of navigation support.

6. Aligning work with the interim integrated practice framework, interim operational and procedural guidelines, service model, service specifications and the MARAM Framework.
7. Provide direct casework support and supervision to Child Wellbeing Practitioners, managing a small caseload when required.
8. Practice supervision:
 - a. case supervision and support
 - b. clinical support and advice
 - c. monitor alignment with relevant practice standards and frameworks
 - d. identify capability gaps and provide access to professional development
 - e. support with tailoring approaches, critical reflection and reflective practice in working with clients from Aboriginal communities, diverse communities and at-risk age groups to enable an intersectional lens to risk assessment and management practice
9. Provide a child centred/family focused approach to practice advice and support for the Child Wellbeing Team.
10. Work with staff to ensure we are developing and implementing evidence based, best practice, consistent and responsive programs; that provide high quality assessment and reviews, case management, group facilitation and engagement and supported referrals to the broader service system.
11. Travel to and from The Orange Door Hub and Access Points as required.

Data Collection and Reporting

1. Maintain accurate client records and service data as required.
2. Participate in monitoring and ongoing evaluation as required.
3. Maintain electronic data collection requirements.
4. Provide internal reports as required.

Representation and Advocacy

1. Develop a strong and supportive mutual relationship with funding bodies, service providers and other key stakeholders.
2. Attend network meetings and other related local forums or meetings.
3. Actively network locally and regionally to raise awareness and knowledge of the child and family wellbeing pathways and the issues affecting children, adolescents and families.
4. Attend internal program and team meetings within FamilyCare and The Orange Door.

Community Development and Education

1. Increase community awareness regarding issues affecting families and available support services through the provision of information, education and advocacy.
2. Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to children, young people and families.
3. 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.

Quality Improvement and Evaluation

1. Meet occupational health and safety requirements.
2. Ensure that relevant policies and procedures are followed.
3. Participate in regular supervision activities.

4. Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
5. Be aware of and meet relevant Quality Management System responsibilities.
6. Participate in relevant evaluation activities.
7. Provide guidance where required on FamilyCare's responsibilities to contribute to children's safety and wellbeing and action reports of neglect or abuse.

Key Selection Criteria

Knowledge and Skills

1. Demonstrated experience in practicing within complex service delivery contexts, particularly multi-disciplinary and multi-agency approaches to the provision of services to vulnerable children, families and diverse communities is required.
2. A strong knowledge and understanding of the drivers/causes of family violence and child development, attachment and trauma theories, child and family vulnerability, as well as the child and family services and/or broader social services sector and their fundamental practices and theories.
3. Experience and competence with undertaking risk assessments for families who may be referred due to concerns about child wellbeing.
4. Strong understanding of casework practice with an emphasis on; child, family and individual functioning, assessment, counselling and therapeutic frameworks.
5. Highly developed interpersonal and communication skills including demonstrated ability to communicate effectively with a wide range of people and diverse communities.
6. Demonstrated ability to provide leadership including; experience in supervising staff, share knowledge and experience with others and lead others through change.
7. Demonstrated knowledge of the Child Protection and Family Services sector and commitment to relevant legislation including the Children, Youth and Families Act 2005, the Child Wellbeing and Safety Act 2005 and Child Safe Standards.
8. Demonstrated ability to work collaboratively with internal and external stakeholders, including the capacity to build relationships, negotiate and liaise at a leadership level and capacity to work independently.

Qualifications

- Tertiary qualifications in Social Work, Welfare Studies, Psychology, Counselling, Family Therapy or a related field.

Safety Screening

- Current drivers licence.
- All applicants are subject to a National Police History Check.
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.
- A current Employee Working with Children Check (WWCC) card is required.

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.