

Position Description

Position Title	Team Leader Child and Family Services
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Award & Classification	Social, Community, Home Care and Disability Services Industry Award Classification dependent on qualifications and experience
Hours of work	
Department	Child and Family Services
Position reports to	Manager
Performance Review	At six months, then annually thereafter.

FamilyCare acknowledge the Yorta Yorta Nation, Taungurung, and Wurundjeri Woi Wurrung people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islanders peoples are the First Nations people of Australia.

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 is the main provider of child and family services in our region and in addition, we provide support to families of children with disabilities, NDIS Support Coordination and a variety of carer support options.

FamilyCare is committed to a community free of all forms of family violence. We respect, empower and support victim survivors and work in a culturally sensitive and family centred way. We believe those who choose to use violence should be accountable for their actions. We work in a collaborative way to improve outcomes for victim survivors and their children.

Vision

Strong families and communities.

Purpose

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

Core Values

The Code of Conduct reflects and supports FamilyCare's core values, which are:



RESPECT

for all people and of their right to reach full potential



EMPOWERMENT

of clients and staff to achieve individual and collective goals



INTEGRITY

actions consistent with beliefs



LEADERSHIP

on issues that impact adversely on individuals, families and community



COMMUNICATION

a commitment to open and ongoing dialogue with all stakeholders



PROFESSIONALISM

in all aspects of our work

Role Summary

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 Team Leader will be responsible for the day-to-day operation and administration of a team of Child and Family Practitioners 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.

Key Performance Responsibilities

Service Delivery

1. Ensure client assessments, case work and planning are conducted in line with program expectations.
2. Participate in planning of the Child and Family Services' programs.
3. Lead a team to achieve positive outcomes for clients and meet agency standards and guidelines.
4. Ensure program and client records are maintained according to established agency policies and procedures.
5. Lead practice development and case reflection.
6. Undertake after hours duties when required.
7. Portfolios as designated.
8. Support the development and implementation of Early Intervention approaches within child and family services as required.

Data Collection and Reporting

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

Representation and Advocacy

1. Identify gaps in services available to clients and advocate on their behalf.
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 Services' programs and the issues affecting children, adolescents, and families.
4. Attend internal program and team meetings.

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.
4. Participate in media initiatives associated with the program when required.

Quality Improvement and Evaluation

1. Contribute as an effective and professional team member at all times
2. Perform all duties in a safe manner
3. Perform all work with a continuous improvement ethos
4. Understand and abide by all relevant policies and procedures
5. Participate in regular supervision activities.
6. Lead by example and in accordance with FamilyCare's values.
7. Be aware of FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

Key Selection Criteria

Knowledge and Skills

1. Ability to assess the needs of children, families and individuals presenting for service at FamilyCare.
2. Sound knowledge of theoretical and practice frameworks relating to child development, trauma and attachment.
3. Understanding of casework practice with an emphasis on:
 - a. Child, family and individual functioning
 - b. Assessment
 - c. Counselling
 - d. Therapeutic frameworks.
4. 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.
5. Experience in leading a team and providing supervision, direction, and debriefing to staff.
6. Demonstrated knowledge and experience in the issues relating to families, children, and adolescents, specifically in the areas of:
 - a. Family functioning
 - b. Social issues affecting families
 - c. Parent/child relationships
 - d. Parenting skills
 - e. Children's development.
 - f. Disability and the NDIS sector
7. 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.
8. An understanding of the child protection system and the ability to liaise with members of the child protection team.
9. Able to communicate, negotiate, and liaise with a range of professional, statutory and community services; including promotion of the program area.
10. 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.
11. Proficiency using Microsoft Office and other data base systems.

Qualifications

Essential

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

Desirable

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

Position Requirements

Satisfactory National Police check	Required
Working with Children Check	Required
NDIS Worker Screen Check	Required/Not required Only required for DSS and NDIS support coordination roles
Valid Victorian Drivers Licence	Required
COVID-19 Vaccination (minimum 2 doses)	Required

Employees 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 on commencement of employment

Employees are required to successfully complete all mandatory competencies in accordance with the Core Competency Training register.

Other Information

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All employees are bound to work according to the policies and procedures of FamilyCare, the Agreement and Award that provides their terms and conditions of employment and the FamilyCare Code of Conduct.

All employees must to take reasonable care of their own health and safety, as well as that of other people who may be affected by their conduct in the workplace.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

- ensuring the safety of children;
- respecting diversity; and
- providing a workplace free from discrimination and harassment.

INCUMBENT STATEMENT

I, _____ have read, understand and accept the above Position Description

Signed: _____

Date: _____