

Position Description



Title:	Team Leader – Family Services
Business Unit:	Child and Family Services, Southern Melbourne
Location:	Level 2, 50 Station Street, Pakenham
Employment type:	Full time Ongoing
Reports to:	Manager Child and Family Services Southern

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Position purpose

The Team Leader Family Services Pakenham has the responsibility for leading a team of Family Services Practitioners.

- Ensuring the highest quality of service provision through a commitment to organisational values, policy adherence, and maintenance of positive relationships with key stakeholders
- Provision of leadership and a quality driven approach to practice and management of a team working in Family Services.
- Ensuring that services are client focused and service delivery is compliant with all regulatory standards and funding requirements
- Proactively participating in Uniting Management activities, including forums for Team Leaders /Managers
- Maintaining community links with key stakeholders

Scope

Budget:	<i>nil</i>
People:	<ul style="list-style-type: none">• 5 Family Services Practitioners• 1 Senior Family Services Practitioner

Relationships

Internal:	<ul style="list-style-type: none">• Manager – Child and Family Services Southern• Senior Manager – Child and Family Services• Group Manager – Southern & Youth Residential Services• Executive Officer – Eastern & Southern Melbourne• Family Services staff and other Uniting Team Leaders and staff
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External:

- Child FIRST Southern Melbourne
- Department of Health and Human Services
- Southern Family Services Operations group
- Universal Services
- NDIS

Key responsibility areas

Program leadership

- Contribute to all relevant program development and implementation, based upon research/evaluation and identified strategic goals and needs
- Maintain and develop appropriate networks both within and outside the sector
- Ensure that staff practice adheres to DHHS Family Services policies standards and regulations, and Connections' policies and standards
- Contribute effectively to the development and implementation of Agency and Regional Strategic Plans
- Lead and participate in relevant networks that support the development of effective system responses for vulnerable families
- Lead and participate in relevant funding meetings and other accountability requirements for relevant programs

Program administration

- Assist with the management of case allocation, case planning and case review
- Provide reports based on analysed data and cases/group work as required
- Provide effective oversight of program data management
- Manage task allocation according to strategic and operational priorities and individual workload
- Effective monitoring and management of the group work budget
- Effectively manage and coordinate OH&S requirements in accordance with Agency Policy and Procedure

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team to achieve best practice within a continuous improvement framework. Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Undertake team building with staff and effectively implement program changes, in line with best practice and in conjunction with staff
- Assist the Program Leader with team performance planning and implementation
- Participate in the recruitment and retention process

Legal requirements and risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Comply with relevant Occupational Health and Safety standards
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.

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Date Approved: January 2021	Printed copies of this document are not controlled.	Next Review Date: Annual PDP

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- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Person specification

Qualifications

- A degree in social work, psychology or a related tertiary qualification relevant to child and family welfare
- Driver’s licence valid in Victoria

Experience

- Demonstrated ability and experience in the child, youth and family welfare field
- A sound understanding of family and parenting issues, especially in the context of protective concerns
- Commitment to, and understanding of working with marginalised groups including indigenous and CALD clients
- Sound understanding of the “Best Interests” framework and the Child, Youth and Family Act (2005)

Technical competencies

- Proven ability to lead and develop multidisciplinary teams performing a range of functions across many locations
- Highly developed written and interpersonal communication skills
- Effective communication and negotiation skills
- Demonstrated experience in supervision and mentoring of staff
- Demonstrated experience in report writing
- Good understanding of Occupational Health & Safety Issues
- Demonstrated numerical and analytical skills
- Excellent organisational and problem solving skills
- Ability to use and operate a personal computer and a range of software package

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- Personal attributes:
 - Self-confident, focused and clear about purpose and able to set appropriate personal boundaries
 - Professional and confident in dealings with others
 - Strong sense of ethics, morals and respect for others
 - Strong interest in people
 - Achievement, results and outcome oriented
 - Open honest and flexible approach to communication
 - Able to actively listen and suspend judgement
 - Self-motivated, able to understand requirements quickly and work autonomously
 - Demonstrates team behaviours striving for co-operative and professional relationships
 - Ability to admit mistakes, as an opportunity for reflection, learning and development
 - Demonstrates high levels of self-awareness including interpersonal strengths and areas for development

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We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

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