

Position Description



Title	Team Leader Family Services – Northern Grampians, Yarriambiack, Horsham
Business Unit	Support for Families & Community
Location	185 Baillie Street, Horsham, Victoria 3400
Employment type	Permanent Full-time
Reports to	Manager of Support for Families & Community

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work 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.

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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (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

2. Position purpose

The Team Leader Family Services position will lead the operational functions of Family Services team. This role collaborates with the Manager Support for Families and Community and the other Team Leaders to develop operational strategies across all program areas.

The position provides the leadership necessary to ensure that the programs have the appropriate operational controls, administrative and reporting procedures and people management systems to ensure operating efficiency. Central to this role is building positive and lasting relationships with funding bodies, partner organisation's and the broader community.

3. Scope

Budget:

Up to \$2,000 within budget approval as per Team Leader delegations

People:

7-10 Positions report directly to the Team Leader Family Services (dependant on funding changes)

- Support for Families & Community Workers
- Integrated Family Services Casuals and volunteers

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4. Relationships

Internal:

- Manager Support for Families and Community
- Team Leader Family Services
- Support for Families & Community Workers (approx. 20-30 positions)
- Uniting teams and services

External

- Department of Health and Human Services
 - Department of Education and Training
 - Victoria Police
 - Local Community Controlled Organisations (ACCO)
 - Wimmera Child Youth and Families Alliance Partners
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5. Key responsibility areas

Leadership & Service delivery

- Create, build and model a positive culture in all interactions with staff, colleagues, clients and all external stakeholders
- Lead and motivate team members with a solution focused approach to problem solving and work collegiately with peers.
- Provide direct client support where required, due to staff leave and/or vacancies.
- Coordinate the delivery of high quality and responsive services using a Best Interest Framework to provide a quality service that ensures the best outcomes for children, young people and families.
- Lead the development, planning, implementation and evaluation of programs, ensuring standards are adhered to.
- Lead and direct the implementation of Program/Service in accordance with operational plan within the division;
- Ensure the Program/Service implementation of all Uniting's policies and procedures;
- Ensure program compliance with the requirements of funding and service agreements;
- Ensure Program/Service is suitably documented;
- Ensure reviews and evaluation of the program (including service documentation) are an established and routine process;
- Ensure that learning from research, program documentation review and evaluation, quality assurance findings, client feedback, program performance, data collection and service expertise and experience are integrated into service development and practice;
- Lead initiatives to identify areas of Program/Service development and innovations consistent with the operational and strategic plan;
- Ensure appropriate information and record keeping, document storage and retrieval systems in line with the agency directions and procedures in knowledge management;
- Other duties, as required.

Operational Plan

- Contribute to and support the Uniting's Strategic Leadership Team in the execution and achievement of the Strategic Plan and business operational objectives;
- Provide leadership, guidance and coaching to ensure that goals are implemented and responsibility is taken where required;
- Provide management reporting as required.

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Quality management & Improvement

- Ensure that the principles of Continuous Quality Improvement are an embedded element in all staff practice;
- Ensure a consistent application of the agency approach to Quality Management, Quality Assurance and Improvement;
- Work with Management to establish both Uniting's systems and procedures e.g. Service Delivery Reports, as well as local systems and procedures to lead and implement agreed quality assurance and improvement priorities;
- Lead program/service quality assurance programs to ensure compliance requirements are met;
- Provide training and development to staff in quality principles, systems and tools as required by the agency.

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- 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.

Legal requirements & 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)
- 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.
- 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.

6. Person specification

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Qualifications

- A human services qualification in social work, psychology or a related field and/or substantial years of relevant experience in a human services, welfare or social services role.
- Current Victorian drivers license

Experience

- Demonstrated experience in management, leadership, monitoring, review, evaluation and development;
- Demonstrated knowledge of and significant experience working with children, young people and their families in the Child, Youth and Family sector.
- Demonstrated knowledge of and experience in the use of current theoretical approaches for working with children, young people and families including developmental theory, social-ecological theory, psychodynamic theory and family systems theory;
- Demonstrated understanding of appropriate referral networks and of health and welfare service systems in Victoria;
- A strong knowledge and understanding of the application of relevant legislation, Acts and Regulations;
- Demonstrated experience in contemporary people management practices and experience and skills in leading and managing a multidisciplinary team;
- An understanding of performance management methodology and practices;
- Strong capacity to monitor professional standards of practice and program performance working in accordance with quality management principles, quality assurance and improvement systems;
- Demonstrated high level communication, interpersonal, negotiation and relationship building skills;
- Demonstrated strong and consultative leadership and coaching skills;
- Demonstrated ability to build, develop and motivate individuals and teams;
- A strong capacity for creative and innovative practice development;
- Demonstrated planning and organisation skills;
- Demonstrated analytical and interpretive skills;
- Sound judgment, decision making and problem solving skills;
- Sound tender and submission development skills;
- Strong report writing skills;
- Basic to medium level personal computer skills in MS Software

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Tertiary qualifications and expertise or demonstrated experience in a human services, welfare or social services role.
- Demonstrated skills in staff supervision, support and performance management processes.
- Significant experience working with vulnerable children, young people and their families.
- Demonstrated understanding of risk and needs assessment in working with high risk children, young people and their families.
- Demonstrated knowledge and understand of Child, Youth and Family Services Act including the Looking after Children Framework, Best Interest Planning Principles, Trauma and Attachment Framework and demonstrated knowledge of using a therapeutic approach within a complex service systems.
- Demonstrated understanding of current trends in legislation and professional practice relevant to the child and family sector.
- Proven reporting, time management and administrative skills.
- Demonstrated commitment to professional development, employee orientation and training working successfully in partnerships with internal and external stakeholders.
- Sound judgement and problem solving skills to contribute to the planning and development of the service and experience in managing change.
- Competent computer skills.
- An understanding of and commitment to the programs of Uniting Wimmera.

7. We are a child safe organisation

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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.

8. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		