

Position Description

Title	Team Leader Family Services
Business unit	Child & Family Services Inner East, Eastern Melbourne
Location	48 Blackburn Road, Blackburn 3130 and other locations as required
Employment type	Full time Maximum term until 11 February 2022
Reports to	Manager, Child and Family Services Inner East

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 are 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

1. Position purpose

The Team Leader Family Services provides leadership to a team of eight employees and is responsible for the development, delivery and quality of Family Services and related programs located at Blackburn, as well as the Monash Chinese Family Program. The role works closely with Family Services programs across the Inner East Child & Family Services Alliance, and the Inner East Orange Door to achieve positive and effective outcomes for in scope children and families.

In addition to experience in Family Services management, this role requires skills in community development and engagement, along with management of volunteers as a way of achieving positive outcomes for local families.

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2. Scope

Budget: nil

People: 8 direct reports

3. Relationships

Internal

- Senior Program Management
- Staff, volunteers and contractors
- The Avenue and other Uniting Church congregations
- Uniting Corporate, Support Services and Mission divisions

External

- Monash Council
 - Consumers and their families, carers and/or advocates
 - Government departments and other funding bodies
 - Key partners, community services networks and peak bodies
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4. Key responsibility areas

Leadership and professional practice

- Participate in operational planning and localised team, program and service planning in accordance with Strategic Plan and business operational objectives
- Implement innovation that has been developed to improve service delivery using methodologies that meaningfully enable consumer participation and inclusion, and respond to emerging needs
- Implement consistently high-quality, consumer-centred and culturally competent programs and services
- Ensure the regular, appropriate supervision and reflective practice is provided across all programs and services and that service delivery reflects contemporary practice
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant)
- Contribute as directed to research, conferences, training and/or forums

Service delivery and partnerships

- Ensure services are accessible to and inclusive of the diverse communities the program/service serves
- Implement continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes
- Ensure programs and services are well coordinated and collaboratively delivered via a care team approach to achieve positive outcomes
- Serve as the primary contact to peers with key partners and sector networks

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- Provide information to support business development activities (e.g. tender applications) and opportunities leveraging partnerships where possible
- Collect and analyse data and other relevant evidence to support continuous improvement, staff and volunteer development and business development purposes
- Lead local incident and disaster emergency response, as required
- Ensure the voice and lived experience of children and young people is heard and acted upon, and that a family and carer inclusive approach is adopted
- Ensure staff and volunteers provide individualised, consumer-centric services using relevant best practice frameworks, models and tools
- Supervise workloads and workflows and ensure consumers receive timely and appropriate services
- Respond to day to day site issues as raised by the congregation or issues pertaining to hall hirers

People

- Provide authentic team leadership to the highest level of professional conduct in alignment with Uniting's values policies and procedures
- Lead, motivate, coach and inspire an engaged, capable, consumer-centric and productive workforce to achieve positive consumer and community outcomes
- Be a champion for employee engagement to develop and sustain a positive workplace culture
- Model, promote and maintain a positive, respectful and enthusiastic work environment
- Provide support, guidance, coaching, leadership and empowerment to the team including constructive feedback through regular supervision and performance reviews
- Lead the team in leading practices and effective process governance

Legal requirements, risk and financial management

- Ensure all legal, funding, compliance and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting (child safety) and mandatory case practice requirements. Proactively develop, implement and review contingency plans, if required
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required
- Embed strong risk management practices in services and 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 in line with agency policies and procedures
- Provide regular reports on required service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required
- Implement and monitor appropriate information and record keeping, data entry, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.
- Ensure brokerage expenditure promotes optimal consumer and/or community outcomes within allocated budget

Administration

- Manage case allocation processes effectively, and allocate, refer (if relevant) and close cases in a timely and appropriate manner in accordance with program guidelines and requirements
- Assist with developing, implementing and evaluating policies, procedures and systems that underpin and support positive program and service outcomes

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- Ensure appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures
- Manage task allocation in accordance with strategic and operational priorities and staff and volunteer individual workloads
- Assist Manager to provide regular reports on service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required

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 a 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

5. Performance Indicators

- Quality and performance of programs and services
- Workforce performance and development
- Stakeholder engagement
- Risk management

6. Person specification

Qualifications and requirements

- Bachelor level degree in social work, psychology, social science or a related discipline (required)
- Current driver's licence (Victoria)

Experience

- Experience in developing and leading complex programs/services in the delivery of high-quality, consumer – and/or community-centric services
- Demonstrable supervisory experience preferably in the children, youth and family sector

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- Experience in working collaboratively with volunteers, respecting their skills, experience and contribution
- Extensive knowledge in family services, child protection and/or out of home care, including relevant legislation and regulations
- Knowledge and understanding of trauma informed and culturally competent practice, including knowledge and application of therapeutic parenting practices

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Leadership:** knowledge and skill in leading and managing people within a complex service delivery environment; ability to build strong, high functioning teams and align teams with the organisational values and goals; role modelling expected behaviour
- **Volunteer management:** experience and well-developed skills in engaging with volunteers in a positive and collaborative manner that recognises their contributions
- **Consumer-centricity:** extensive experience applying a consumer-centric, trauma-informed and culturally competent approach to case work; supervisory approach which privileges the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families and their informal/formal support network to achieve optimal, sustainable outcomes
- **Communication:** high level written and oral communication skills; ability to conduct presentations and prepare high quality reports
- **Relationships:** track record of being able to form positive, collaborative and effective relationships with staff and volunteers; ability to engage, build and maintain strong, mutually beneficial relationships with a diverse range of external stakeholders; negotiation and influencing skills including cross-culturally
- **Change management:** demonstrated experience in leading successful change in collaboration with staff and volunteers
- **Problem-solving:** proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment

7. 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 relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State 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.
