

Position Description



Title:	Team Leader, High Risk and Targeted Care Packages (TCP)
Business unit:	Adoption, Permanent and Home Based Care, Southern Melbourne
Location:	Primarily based at Uniting's Dandenong (Thomas St) office with work from and travel to other locations as required and other locations, as required
Employment type:	Full time Ongoing
Reports to:	Manager – Adoption, Permanent and Home Based Care

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, High Risk and TCP is responsible for the development, delivery, performance and quality of the support to highly vulnerable children and young people who present with challenging behaviours and includes case management for children and young people in residential care and TCP. The position has an operational focus and is expected to contribute to the development of strategic initiatives and plans.

The Team Leader High Risk and TCP provides leadership to case managers and is responsible for contributing to the delivery and development of services that respond to consumer needs and identify and respond to evolving service development needs. The position is responsible for ensuring services meet and maintain accountability for statutory and reporting requirements.

Scope

Budget:	\$800K
People:	5 employees

Relationships

- | | |
|------------------|---|
| Internal: | <ul style="list-style-type: none">• Senior Program Management• Staff, volunteers and contractors• Uniting Corporate, Support Services and Mission divisions |
| External: | <ul style="list-style-type: none">• 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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Team Leader – High Risk & TCP



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 that 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
- 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 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 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

People

- Provide authentic team leadership to the paid and unpaid workforce and 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
- Contribute to annual budget development for the High Risk and TCP team and support monitoring and management of financial and human resources to achieve optimal service outcomes, efficiency and sustainability

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Team Leader – High Risk & TCP



- 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, 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 intake 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
- 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 members' 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 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

Performance indicators

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

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Team Leader – High Risk & TCP



Person specification

- Qualifications**
- Bachelor level degree in social work, psychology, social science or a related discipline (required)
- Experience & knowledge**
- 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
 - 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
 - **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; 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
 - **Problem-solving** – proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment
- Other**
- Current driver’s licence (Victoria)
 - A satisfactory national police records check is a condition of this position and repeated every three years
 - Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health & Safety etc.)

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.