

Position Description

Title	Team Leader – Youth Services Family Preservation & Reunification
Business Unit	Family Preservation & Reunification, Southern Melbourne
Location	Primarily based at Uniting’s Narre Warren office (55 Webb Street, Narre Warren), with work from and travel to other locations, as required
Employment type	Full time Ongoing
Reports to	Manager, Family Preservation & Reunification

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

1. Position purpose

The Team Leader is responsible for the day-to-day management and service delivery of Finding Solutions, Finding Solutions Plus and Reconnect.

Reconnect is a federally funded early intervention outreach program which assists young people and their families to prevent the cycle of homelessness by providing counselling, group work, mediation and practical support.

Finding Solutions works with young people aged 12-17, and their families, and aims to provide assistance to preserve the family unit and strengthen family relationships, where possible, thus preventing re-entry into the Child Protection system.

Finding Solutions Plus is a specialist service brokered through the Uniting Family Preservation and Reunification Response Program which also sits under Family Preservation and Reunification umbrella. Finding Solutions Plus offers a time limited response to families with young people aged 10 – 15 years to preserve the family unit and strengthen family relationships.

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2. Scope

Budget: nil

People:

- Case Workers Finding Solutions/Finding Solutions Plus
 - Case Workers, Reconnect
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3. Relationships

Internal

- Manager, Family Preservation & Reunification
- Senior Manager, Family Preservation, Reunification & Home Based Care
- Other Team Leader and Managers across Southern Melbourne
- Uniting staff and volunteers

External

- Children, young people and families
 - Relevant Community Service Organisation (CSO) networks
 - DFFH, particularly Child Protection
 - Other funding bodies and partners
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4. Key responsibility areas

Service delivery

- Ensuring services are client focused and service delivery is compliant with all regulatory standards and funding requirements
- Provision of services that are responsive to the individual needs of children, young people and their families and developing individualised responses that draw on a wide range of methodologies.
- Ensuring that the voice of children and young people is central to decision making within individual cases and across teams approach to their practice
- Provision of leadership and a quality driven approach to practice and management of team, in line with the strategic plan and in the context of Divisional needs and the requirements and policy frameworks of the Department of Families, Fairness and Housing (DFFH) and other funding bodies
- Acting as the key conduit with Child Protection (and any other key stakeholders) for the provision of a coordinated and timely service
- Development or maintenance of respectful, positive and collaborative working relationships with Child Protection and other stakeholders (internal and external)
- Identification of areas of need and application of innovative strategies
- Developing and implementing programmatic and policy directives in line with the program objectives
- Developing and/or maintaining operational working relationships and stakeholders delivering brokered services to Family Preservation clients
- Working collaboratively with the FP&R leadership team and the program staff more broadly to achieve goals, identify areas for development and innovation and maintain and strengthen a positive, holistic and inclusive approach to FP&R work across the spectrum of teams
- Participation and collaboration with the FP&R Program Leadership Team as well as the Southern Leadership team and Uniting-wide meetings and forums
- Ensuring that the services delivered are congruent with the vision and purpose of the organisation

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- Understanding and identifying key client issues and needs to deliver professional, effective and efficient levels of service and technical expertise
- Providing advice and guidance to colleagues and senior management in areas of professional expertise that will enhance operational management and planning
- Working cooperatively with other agencies, partners, managers and team leaders in the delivery of effective programs
- Represent Uniting with external stakeholders to enhance branding, profile and networking
- Contributing to program development and implementation based upon research, evaluation and strategic goals and needs identified
- Maintaining and developing appropriate networks both within and outside the sector
- Ensuring staff (and own) practice adheres to the policies and standards of Uniting

Finance management

- Managing brokerage budgets for the programs
- Assisting the Manager FP&R to ensure funding and target requirements are monitored and met

Quality and risk

- Identify and manage or escalate risk issues, around for example client confidentiality, case management and record keeping
- Timely reporting of client incidents as per the Client Incident Management System (CIMS) and support staff to complete these reports
- Ensure effective systems, processes and procedures are implemented and monitored to enable and drive positive program outcomes
- Ensure effective policies and procedures are implemented and understood by staff, with consultation from staff and stakeholders where appropriate
- Support the Manager FP&R to ensure programs comply with DFFH registration standards and participate in implementation and improvement of Uniting quality processes
- Address client complaints and issues effectively and monitor progress and improvements
- Provide effective oversight of program data management and provide reports based on analysed data and cases as required
- Manage task allocation according to strategic and operational priorities and individual workload
- Liaise with Child Protection to ensure referrals are received in a timely manner, to communicate acceptance / non-acceptance of referrals and manage case allocation to staff

People and teams

- Provide regular professional supervision and support to individual team members, ensuring case practice, performance, skills and professional development are planned, implemented and evaluated
- Ensuring staff understand the service requirements and monitor performance around service delivery
- Lead staff effectively to achieve best practice within a continuous improvement framework
- Develop a positive working environment for staff in an inclusive and supportive manner
- Supervise workloads and workflows
- Manage conflict resolution within the team and escalate as appropriate
- Ensure regular team meetings occur to promote effective communication between staff and management
- Ensure internal communication processes are in place to enhance relationships and appropriate communication across the agency
- Undertake team building with staff and effectively implement program changes, in line with best practice and in conjunction with staff
- Ensure performance strengths and areas for development are identified, and required actions taken utilising policy requirements
- Ensure staff members Performance Development Plans are up to date and regularly reviewed.
- Participate in recruitment and retention processes for the FP&R team
- Assist the Manager FP&R with team performance planning and other matters related to team and program development

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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)
- 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
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people

5. Person specification

Qualifications

- Tertiary qualifications in Social Work or Psychology

Experience

- Demonstrated knowledge and understanding of Children, Youth and Families Act 2005
- Demonstrated knowledge of the relevant legislation, regulations and Acts relevant to the role
- Demonstrated analytical skills with a proven ability to identify emerging issues and risks
- Proven experience supervising staff within the context of children, youth and family services
- Demonstrated highly developed problem solving and solution focused skills
- Demonstrated highly developed communication skills (both verbal and written), with a capacity to communicate effectively with a range of clients, staff, other professionals and advocacy/stakeholder groups
- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community
- Demonstrated experience working with Child Protection
- Demonstrated experience working in a Community Services Organisation (CSO) is desirable
- Demonstrated ability to provide professional supervision of staff
- Proven understanding of quality and standards frameworks
- Demonstrated ability work as an effective team member
- Strong administration skills, including data management, program reporting and budget analysis
- Demonstrated understanding of Microsoft Office programs, knowledge of CRISP is preferred
- Proven ability to manage change in an innovative, creative and a flexible manner

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Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- Personal Attributes:
 - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.
 - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
 - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships.
 - Conscientious: Responsible, dependable, organised and persistent.
 - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.
 - Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries.

Other Requirements

- Legal eligibility to work in Australia
- Current driver's licence valid in Victoria
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current Working With Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

6. 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.
