

Position Description

Title	Team Leader – Care and Placement Services
Business Unit	Children, Youth and Families
Location	126 Raymond Street Sale
Employment type	As per the Employment Agreement
Reports to	Manager Care and Placement Services

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 Care and Placement Services is responsible for the development, delivery, performance and quality of the Kinship Case Contracting and First Supports, and Foster Care Programs. The position has an operational focus and is expected to contribute to the development of strategic initiatives and plans.

The Team Leader provides leadership 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.

2. Scope

Budget:

nil

People:

- 3 Kinship Case Managers
- 4-7 Placement Support Workers/Intensive Case Managers

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3. Relationships

Internal

- Senior Manager and Manager Care and Placement Services
- Executive Officer Gippsland and Carer Services
- Care and Placement Team
- Uniting Support Services (P&C, Payroll, Finance, Marketing, ICT, Quality)
- Other Uniting employees, students and volunteers as required

External

- Children, young people, caregivers and families
 - Department of Health, Housing and Fairness (DFFH)
 - Other Community Service Organisation as required
 - Program networks and partners
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4. Key responsibility areas

Program Leadership

- Provide support, advice and supervision to the Case Managers within the Kinship and Home Based Care Teams
- 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 DFFH Care and Placement policies, standards and regulations, and Uniting 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
- Assist to maintain relevant data and records to support program funding meetings and other accountability requirements.
- Ensure programs and services are well coordinated and collaboratively delivered via a care team approach to achieve positive outcomes
- Support the Care and Placement Services Team with 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
- Ensure that staff are supported to work within a trauma informed framework at all times

Program Administration

- 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

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- Assist Manager to provide regular reports on service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required

Finance, Quality and risk

- Participate in the preparation of program budget and the appropriate allocation of resources
- In collaboration with the Manager, manage brokerage expenditure to ensure consumer needs are met and resources are fairly and responsibly utilised
- In collaboration with Manager, review services and makes recommendations in response to changing needs of relevant groups in the community
- Supports the Management Team to implement systems, address adverse events and problems and assists teams to take proactive approaches to problem solving
- Participates in the review and development of policy and utilises policy and procedures to guide work practice
- Contributes to program objectives and develops and implements quality improvement plans / business plans
- Ensure that all staff are trained and have the necessary knowledge and understanding to perform their duties and comply with all relevant legislation

People and teams

- Undertake people management activities through the employment life cycle, including recruitment, orientation, performance management, development, leave, and separations.
- 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
- 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 & 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 accountabilities

- 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).

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- 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.
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5. Person specification

Qualifications

- A degree in social work, psychology or a related tertiary qualification relevant to child and family welfare

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
- 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

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 respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to contribute to strategic planning and ensure the achievement of strategic goals; ability to build strong, high functioning, multi-disciplinary teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision
- **Communication** – Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal

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skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports

- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills

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.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: