

Position Description

Title	Team Leader, Youth and Family Services
Business Unit	Integrated Family Services, Child, Youth and Families (CYF)
Location	188 McDonalds Road, Epping
Employment type	Full Time, Ongoing
Reports to	Senior Manager – Parenting, Youth & Family

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 role sits within the Youth and Family team and plays a key role in supporting the daily operations of the Integrated Family Services and Reconnect programs, providing high quality service to children, young people, and families, and informal and formal supervision of team members working across these programs.

The Team Leader has the responsibility for leading the team and ensuring the highest quality of service that is client focused and compliant with all regulatory standards and funding requirements.

2. Scope

Budget: nil

People: 6–8 Case Workers

3. Relationships

Internal

- Senior Manager, Parenting, Youth and Family
- Youth and Family Services staff
- Other Uniting Team Leaders and Staff.

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External

- North East Metro Melbourne Family Services Alliance partners, including the Orange Door
- Relevant Community Services organisations
- Department of Family, Fairness and Housing
- Department of Social Services

4. Key responsibility areas

Service delivery

- Ensure the highest quality of service provision through a commitment to organisational values, policy adherence, and maintenance of positive relationships with key stakeholders
- Provide leadership and a quality driven approach to practice and management of a team working across the Integrated Family Services and Reconnect programs.
- Ensure that services are client focused and that service delivery is compliant with all regulatory standards and funding requirements.
- Build strong and effective working relationships with stakeholders, such as, Child Protection, other key professional referrers other Integrated Family Services partners across the North east, The Orange Door and other service sector networks.

Staff Leadership

- Lead staff effectively to achieve best practice within a continuous improvement framework
- Undertake team building with staff and effectively implement program changes, in line with best practice and in conjunction with staff
- Provide supervision and support to team members to ensure that service delivery to clients is of the highest standard
- Assist the Program Manager with team performance planning and implementation
- Participate in the recruitment and retention process

Program Administration

- Assist with the management of case allocation, case planning and case review
- Provide reports based on analysed data and cases/group work as required
- Provide effective oversight of program data management
- Manage task allocation according to strategic and operational priorities and individual workload
- Effective monitoring and management of the group work budget
- Effectively manage and coordinate OH&S requirements in accordance with Agency Policy and Procedure

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.

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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.

5. Person specification

Qualifications

- Relevant tertiary qualification in social sciences or related field
- Post graduate training in supervision and/or reflective practice (Desirable)

Experience

- Minimum 5 years of experience in community service sector
- Demonstrated staff management experience including practice supervision, recruitment and managing individual key performance indicators
- Demonstrated understanding of Best Interests case practice model, Procedural Guidelines Child Protection, Child FIRST, Integrated Family Services Referral & Consultation (Jan 2016), Children, Youth & Families Act 2005 and other specialist resources.
- Demonstrated skills in monitoring/evaluation of programs and projects
- Capacity to actively support continuous improvement activities
- Well-developed administration and organisational skills, including strong computer literacy
- A current Victorian Driver's License is essential

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Knowledge and experience of a range of intervention strategies and frameworks in working with vulnerable children, young people and families impacted upon by disadvantage including: family violence, homelessness, poverty, trauma, substance abuse, mental health issues and disability.
- Excellent client assessment and practice skills
- Demonstrated experience in group supervision
- Ability to maintain and support quality practice
- Ability to support achievement of targets and other key performance indicators
- Well-developed capacity to manage multiple demands
- Well-developed negotiation, facilitation, communication and presentation skills

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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: