

## Position Description

<b>Position Title</b>	Team Leader – Family Services
<b>Directorate / Service / Program</b>	Family Support and Care Services
<b>Reports to</b>	Manager Family Support
<b>Location</b>	Geelong West
<b>Classification</b>	Social, Community, Home Care and Disability Services Industry Award Level 7
<b>Date Revised</b>	March 2024

### ABOUT US

Barwon Child, Youth & Family and Bethany Group have merged. We are now Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

**Our Purpose:** Supporting people, strengthening communities.

**Our Vision:** A fair, safe and inclusive community where everyone can thrive.

**Our Values:** Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

**To learn more about Meli please visit [meli.org.au](https://meli.org.au).**

### POSITION OVERVIEW

This position operates within the Geelong West Family Services team and is currently one of three Team Leader positions. This role is responsible for providing staff management, supervision, and case management support to the Family Services team.

This role leads a high functioning team of Family Services workers, who work with vulnerable families and children to achieve specific goals set by the family and/or working towards outcomes outlined by Child Protection, through the use of case management, high quality assessment and identification, and assertive outreach. This position provides quality supervision, program planning and support, and practice development support for the team, ensuring that they meet the quality and compliance requirements of the role.

This position will also manage the Specialist Disability Family Services program which has been established to build National Disability Insurance Scheme (NDIS) and disability expertise across the community-based family services system. This program assists vulnerable children and parents with disabilities to access supports and participate effectively in the NDIS. This program has two dedicated case managers located at Geelong West and also consultancy responsibility for Family Services workers across Meli, City of Greater Geelong and Cultura.

## KEY ACCOUNTABILITIES

### Duties of this position may include, but are not limited to the following:

- Coordinate and provide appropriate delivery of services provided through the program including coordination and allocation of intake and engagement, ongoing program development and implementation and supervision of case management practices to ensure:
  - There is a focus on the best interests of the child/young person and person-centred practice and case management is being provided.
  - The identification of individual, family, children & young person's support needs and risk assessment is being conducted.
  - There is regular monitoring and reviewing of family action plans in consultation with relevant family services workers, including Outcome Star
  - Care team planning and engagement of relevant service providers is occurring to maximise the child/young person /family's quality of life.
  - There is a focus on advocating and promotion of the rights of child/young person and families and ensuring that services provided are culturally safe.
  - Delivery of program in alignment with agency and DFFH guidelines, taking in to consideration demand management and target achievement
- Provide effective management and leadership of the program, ensuring quality service delivery, including the management of the Specialist Disability Family Services Program.
- Implement performance management systems for staff including regular supervision and support in accordance with Agency's Policies and Procedures.
- Actively participate in agency leadership meetings and provide representation on key projects within the program, cross agency and in external working groups.
- Manage the flexible funding allocations and monitor the program budget. Maintain statistical records in compliance with funding and service agreements, agency reporting requirements and meet all other reporting requirements.
- Implement and monitor agency policies, procedures, and program service standards.

### Organisational Accountabilities:

- Other reasonable duties as directed.
- Apply Meli's quality and risk management frameworks.
- Understand and comply with the standards of a child safe organisation.
- Active involvement in professional development to build knowledge and skills.
- Make decisions following Meli values, relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation.

## QUALIFICATIONS, SKILLS AND EXPERIENCE

- A tertiary qualification in Social Work, Psychology, human services or equivalent, or equivalent work experience.
- Knowledge of relevant legislation and ensures compliance in work practices.
- Demonstrated experience in the supervision of case management staff.
- Promotes the development of a positive culture that reflects the mission, values and ethics of the agency.
- Contributes to the development of processes and systems to improve quality of service ensuring sustainability and development of service activity
- Ability to manage a range of projects and competing priorities by utilising analytical and conceptual skills to reason through problems

## OTHER REQUIREMENTS OF THE ROLE

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Police Check
- International Police Check (if required)
- Have the right to work in Australia

Issue Date: March 2024

Custodian Manager Family Support Meli Group

Approved Document

Review Date: March 2025

Uncontrolled when printed

## KEY STAKEHOLDERS

- Meli employees
- Barwon Child and Family Services Alliance
- Child Protection
- Specialist health and community sector professionals
- Education and early years professionals
- Meli Clients; parents and children

## PHYSICAL REQUIREMENTS & ENVIRONMENTAL CONDITIONS OF THE ROLE

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

REQUIRED ACTIVITIES / WORKING ENVIRONMENT	FREQUENCY
<b>Computer based tasks, sedentary position, office based</b>	Often
<b>Repetitive manual tasks</b>	Rarely
<b>Working in buildings which may have stairs</b> (Reasonable adjustments can be made)	Often
<b>Driving, in &amp; out of vehicles</b> (If driving is required, must hold current Victorian Driver Licence)	Often
<b>Bending, lifting, pushing, pulling</b>	Rarely
<b>Working alone or at a co-located site</b>	Sometimes
<b>Confrontational/confronting situations</b> (Due to the nature of our work, there may be times when staff are exposed to behaviour, language and/or situations that can be confronting)	Sometimes
<b>Working outside in differing weather conditions</b>	N/A
<b>Working on-call and/or after hours</b>	Rarely
<b>Attending external locations including client homes</b>	Often

## INCLUSION STATEMENT

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

## CHILD SAFETY STATEMENT

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTI+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

## EMPLOYEE DECLARATION

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>

**Note:** The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.