

drummond street services
Team Leader iHeal Program
Position Description

Position Title:	Team Leader iHeal Program	Position Grade:	SCHADS Award 2010.
Department/Division:	Royal Commission team	Position No.	
Reporting to:	iHeal Manager		
Position summary/purpose:	To provide high quality leadership and provision of recovery orientated family and child trauma informed support to couples, individuals, families and young people engaged in Drummond Street services.		
Key Responsibilities			
Leadership and Management			
<ul style="list-style-type: none">• Earn respect, influence and obtain high performance from staff.• Contribute to Operational Planning to assist in achieving individual, team and organisational program outcomes, targets and KPIs as per contractual agreements with funders and those determined by drummond street.• Regularly monitor supervisee’s data provided by Holly and other sources, ensuring accurate records of all funded activities are kept and take remedial action where necessary to ensure service targets are met and service quality is maintained.• Monitor supervisee’s client feedback and respond to issues, including complaints from clients in accordance with DS policy and procedures.• Implement communication mechanisms, including leadership, to ensure a free flow of information and ideas.• Supervision of iHeal Royal Commission Community Support Service Practitioners.			
<u>Specific leadership to Practitioners delivering Royal commission & post support service:</u>			
<ul style="list-style-type: none">• To lead Royal Commission team and implement the delivery of a range of recovery interventions to adults and families who have experienced complex child sexual abuse (cumulative trauma experiences) and demonstrated experience and an understanding of trauma informed care;• The provision of support and information to families and individuals in choosing to engage throughout and post the Royal Commission Into Institutional Responses to Child Sexual Abuse processes;• To provide leadership & coordination to the team to ensure the programs provision of peer support; therapeutic and psycho-educational seminars and groups occur;			
Supportive Individual, Family and Child focused interventions			
<ul style="list-style-type: none">• Provide evidence based, centre based and outreach focused psychological strategies to trauma informed practice;• Provide centre based and outreach support for children, young people and their families that reduce risks and increases protective factors for children, young people and their families.• Conduct bio psycho-social assessments of family-based risk and protective factors associated with child mental health outcomes, utilising clinically appropriate assessment measures to inform treatment and measure outcomes.			

- Develop and implement individual case plans in collaboration with the client and their family, consistent with ds' whole-of-family approach.
- Provide appropriate referral to both internal and external service providers to meet bio-psycho-social needs identified through the assessment process.
- Utilise prevention and early intervention strategies and interventions that are holistic and family centred.
- Develop and facilitate psycho-social and skills-based educational seminars and group treatment and psycho-social programs, including topics relating to mental health literacy, relationships, parenting, children and young people's mental health, wellbeing and positive development.
- Support the design, delivery and implementation of evidence based and intentional family-based programs.
- Proactively build therapeutic relationships through engagement activities with the intention of identifying 'vulnerable' and 'at risk' families to build supportive pathways, positive help-seeking experiences and optimistic and intentional work within risk and protective factors framework to support client's goals and aspirations.
- Assertive engagement of client cohorts that have specific needs, including those considered socially marginalised or resource poor to lessen the impact of social exclusion, including aboriginal families, emerging CaLD communities and greater risk cohorts including LGBTIQ.
- Complete all client records and other required documentation including case plans, client assessments, letters to GP's in accordance with ds policy.
- Participate in case review meetings, contribute to care plans and participate in planned case conferences with GPs and other health care professionals as required;
- Ensure adherence to professional practice standards and DS's policies and procedures including those relating to Practice.

Networking and Partnerships

- Represent the organisation positively with a range of external health, social services and other relevant providers for the purpose of making appropriate client referrals, providing conjoint support where required, and marketing and promoting the agency programs.
- To use community development approaches (social justice, equality and mutual respect) to increase self-efficacy and empowerment of communities.
- Develop and deliver training to community members, partners and the broader sector.
- Work collaboratively with other services to identify and address services gaps and client needs.

Research and Evaluation

- Assist with the development and implementation of evaluation activities, continuous quality improvement activities and contribute to national evaluations and Minimum Data Sets as required by funding agreements.

General:

- Prepare recommendations, reports, in accordance with the organisation and funder requirements.
- Participate in organization-wide team meetings, collaborative planning activities and quality assurance activities.
- Comply with the relevant WHS and Quality standards, in addition to supporting clinical governance.
- Participate in regular supervision and performance development;

- All other duties as directed by the Manager

Key Competencies/Skills		Experience Profile (incl Qualifications)
Behavioural Competency	Technical/Functional	
Adaptive Leadership Skills Organisational & Quality Focus Planning & Implementation Results Driven & Client Orientated Promotes productive work practices Creative, flexible and solution focused High level of self-awareness, professionalism and social justice values	<ul style="list-style-type: none"> • Practice supervision skills • Operational and strategic planning • Intentional, client focused delivery • Work within a public health model prevention and early intervention framework • Family-aware and inclusive practice skills • High level written, oral and interpersonal skills • Information technology & communication skills • Interpersonal, Community & inter-agency relationships skills • Culturally-aware competencies • Trauma informed knowledge & practice • Leading co-design and facilitation of programs and services with service users (lived experience) and harnessing the use of peer education and support 	<ul style="list-style-type: none"> • Tertiary qualification in Social Work, Family Therapy or Psychology and further training in relation to families work and/or mental health sectors • A minimum of five years' experience in the family services and/or mental health sectors • Demonstrated experience in leading, supervising and developing transdisciplinary staff. • Experience of supporting development of peer work force & peer recovery programs. • Demonstrated knowledge and application of a range of trauma informed therapeutic approaches for individuals, couples, families and specifically children and young people. • Demonstrated experience with providing counselling and case work that supports individuals, children and families with multiple and complex needs such as mental health, family violence and substance abuse issues. • Demonstrated high level written, oral and interpersonal communication skills and organisational skills including the ability to meet deadlines and prioritise work tasks • A genuine interest and commitment to working with LGBTIQ, Aboriginal, refugee, CaLD and other higher risk cohorts.
Position Dimensions		Decision Making Authority
No. Of FTE: Up to 5 FTE Operates within trans-disciplinary teams and across multiple service sites.		<ul style="list-style-type: none"> • Responsible for practice quality, including risk management plans, strategies and reviews across all areas of operational responsibility. • Clear direction to case interventions in the context of assessment and case planning • Responsible for the management of case load, in consultation with their Manager.

