


| | | | | | |
|--|--|--|------------------------------|---|--------------------------|
|  | Position Title: Team Leader | | Team: Home Based Care | | Region: Gippsland |
| | Supervisors: Senior Manager, Home Based Care | Delegations and Authorities: In Line with Delegations Policy | Band: C | Date Completed: 7 th August 2018 | |

ORGANISATIONAL INFORMATION

| OUR VISION AND FOCUS | | ROLE CONTEXT |
|--|--|--|
| <p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p> | | <p>Berry Street (Gippsland) provides Home Based Care (HBC) services in the Gippsland Region.</p> <p>The program provides Complex, Intensive and General HBC for children and young people who are unable to live with their own families. Most children and young people are placed in out of home care following child protection intervention. A small number are in care on a voluntary basis. Voluntary and statutory placements can be of a short or long-term nature.</p> |
| OUR VALUES | | PRIMARY OBJECTIVES OF THE ROLE |
| <p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p> | | <p>This position works within the Home-Based Care, Kinship Care and Targeted Care Packages programs as a key part of the leadership team.</p> <p>Its role is to enable and ensure high quality practice for the children, carers and children's families to achieve positive outcomes for the children.</p> <p>Objectives of the role include:</p> <ul style="list-style-type: none"> • Provide a positive and collaborative team culture • Ensure continuous quality improvement and management processes are in place and that the program is implemented in accordance with relevant standards and program and funding requirements • Support the recruitment, assessment, training and review of carers. • Oversight of case management, ensuring placements are safe for children and carers are supported and managed accordingly and that children's connection to families, friendships, community and culture are supported • Be responsible for the supervision and development of staff and carers in their support of children placed within our HBC program, including being responsible for the continued implementation of client records which include the Looking after Children Framework (LAC). • Maintaining and strengthening collaborative working relationships with the Department of Health and Human Services (DHHS) and others to facilitate receiving placement referrals, and enabling the team to provide high quality contracted case management. |
| | | REPORTING RELATIONSHIPS |
| | | <p>This role is based at our Morwell office but covers the whole Gippsland region.</p> <p>This role reports to the Senior Manager, Home Based Care who will provide supervision and review. This role will have up to 6 direct reports and works in conjunction with other team members.</p> <p>This is a full time permanent position.</p> |

All Berry Street staff are expected to meet the following expectations:

- Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together.
- Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.

KEY SELECTION CRITERIA

- At least 3 years demonstrated ability to provide leadership to small teams and direct service in the provision of out of home care services, such as home based care and to manage effective and efficient service delivery towards output and outcomes requirements.
- Understanding of the child protection and out of home care system including experience in court work, risk assessment and case management processes.
- Extensive experience in the sector, particularly in Home Base Care/ Foster Care with an understanding of issues related to working with volunteers, with a sophisticated understanding of the complexity of the service system and the issues involved in providing services to statutory clients.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD) communities.
- A thorough understanding of the theoretical frameworks that underpin Berry Street's approach to out of home care, attachment, child development, loss and grief and trauma.
- Demonstrated capacity to lead human resource management systems, including recruitment, selection, induction, development, coaching and performance management of staff.
- Demonstrated commitment to working collaboratively and the capacity to negotiate and liaise with staff, carers and volunteers, DHHS, other agencies and the community.
- Demonstrated ability to provide supervision and work collaboratively with our HBC staff to meet standards and program and funding accountability and compliance requirements
- Excellent written (case notes, reports) and oral communication skills (including public speaking, presentations and facilitation skills) for the training of carers.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Psychology or a related discipline is essential.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

Training in Shared Stories Shared Lives and Step by Step Foster Care Assessment process

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

| ACCOUNTABILITY | SPECIFIC RESPONSIBILITIES |
|--|---|
| Developing, Maintain and Support Carer Pool | <ul style="list-style-type: none"> • To develop and maintain a large carer pool. • To source a candidate pool of people interested in becoming carers (including respite carers). • To deliver recruitment, assessment and training procedures for the HBC Program in collaboration with other members of the team (and sometimes to have responsibility for these functions) • To co-ordinate and deliver pre-accreditation training for HBC carers. • Prepare reports for the Berry Street Gippsland Assessment & Review Panel. • To work with colleagues in the HBC Program and DHHS to ensure appropriate placements of children with carers. • Ensure a sound matching process is conducted so that the placement has every chance to be caring, stable, long term, well matched and supported. • Work with the Senior Manager and other members of the team to ensure ongoing communication channels are effective and respectful with carers. • Ensure that prospective carers and current carers' information is inputted into the relevant computer and file systems and kept up-to-date. |
| Program Development | <ul style="list-style-type: none"> • Represent the Berry Street HBC program for the Gippsland Region on committees or groups as required and requested • Undertake program promotion, presentations and other community education functions. • Work in collaboration with the Senior Manager and other Team Leader to develop recruitment strategies that effectively respond to the range of presenting needs of children and young people requiring HBC. • Participate in Berry Street HBC policy and program development discussions. • Keep abreast of relevant theoretical, legislative and policy developments. • Learn and support staff and carers in learning new practice initiatives, such as Secure Base |
| Staffing | <ul style="list-style-type: none"> • In conjunction with the Senior Manager assist with staff recruitment and selection. • Provide orientation, support, supervision, annual staff appraisals and professional development plans and performance management to staff in line with Berry Street policy. • Ensure that volunteer caregivers are receiving supervision, support and development according to their needs and Berry Street's policy • Facilitate regular staff meetings that ensure inclusive and collaborative work practices. • Initiate and respond to team building activities and opportunities. • In accordance with Berry Street policy and DHHS requirements, co-ordinate the appropriate response and ensure appropriate follow up of serious incidents for staff, carers and clients. • Promptly identify and address issues where the delivery of service or the performance of a staff member or volunteer caregiver does not meet standards expected by Berry Street and / or the funding body and report same to the Home Based Care Senior |

| | |
|--|---|
| | Manager. |
| Care and Safety of young people in placements | <ul style="list-style-type: none"> • Ensure case managers are conducting regular visits to the home and meet with the children/young people to ensure the standard of care is appropriate. • Ensure that LAC is completed and maintained for children in placements. • Attend or ensure there is attendance at care team meetings to ensure that the needs of the children/young people are being met and follow up on any actions required. • Report any allegations or incidents that impact on the clients in line with Critical Incident Management System (CIMS). • Ensure the Senior Manager is informed of any concerns or issues that jeopardise the safety and wellbeing of children and that appropriate strategies are put in place to reduce and manage risks. |
| Carer Support and Development | <ul style="list-style-type: none"> • Ensure that intake, case allocation, review and backup processes and systems are in place to maintain a high level of responsiveness and a quality service. • Ensure that the intake system is working efficiently; that referrals are responded to in a timely manner and that appropriate placements are made utilising the Berry Street matching process. • Ensure that assessments and reports are accurate, of a high standard and provided in a reasonable time frame. • Ensure staff are maintaining client records accurately and timely in the DHHS and Berry Street client record systems • Ensure that each carer or carer family has a dedicated carer case manager who provides supervision of the placement. • Ensure that each carer is able to provide the most appropriate care for the children in their care. • Ensure that the carers are provided with day to day practical, emotional and material support to carers (including respite carers). • Ensure that carers are provided with support during quality of care/abuse in care investigations. • In conjunction with the Senior Manager, maintain collaborative working relationships with other Berry Street services (including Take Two, ICMS, and Education). |

CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. You will initially be employed at our Morwell Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the Berry Street Victoria 2014-2017 Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The base salary for this position is SCHADS Level 7, Pay Point 1 \$84,976.40 (pro-rata) under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
5. You will be eligible for an annual motor vehicle allowance of \$10,500 (pro rata). This allowance is all inclusive for motor vehicle costs incurred during employment with Berry Street.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

| Element | Key Activity | Frequency |
|-----------------------------|--|----------------|
| Work Environment | Manage demanding and changing workloads and competing priorities. | Daily |
| | Work in a team environment. | Daily |
| | Work in different geographic locations. | Daily |
| | Work office hours with the possibility of extended hours. | Regularly |
| | Work in an open plan office. | Could be daily |
| | Work in buildings which may be two-storey. | Could be daily |
| | Sit at a computer or in meetings for extended periods. | Daily |
| | Present at court and other jurisdictions. | Occasionally |
| Manual Handling | Some manual handling (e.g. lifting, pulling, pushing, moving, transferring, twisting, restraining, supporting) of equipment and young people which would be of varying weight and size | Occasionally |
| People Contact | Liaise with government, non-government and community organisations. | Daily |
| | Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police. | Regularly |
| | Interact with clients and members of the public who could display verbal or physically challenging behaviour. | Regularly |
| Administrative Tasks | Undertake administrative tasks which may include the following: computer work, writing reports, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data. | Daily |
| | Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards. | Daily |
| Transport | Drive vehicles possibly over long distances and in all traffic and weather conditions. | Regularly |