

	<b>Position Title:</b> Team Leader – Residential Services		<b>Team:</b> Child, Youth & Family		<b>Region:</b> Gippsland
	<b>Supervisors:</b> Senior Manager Residential Services	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> C	<b>Date Completed:</b> 10 September 2018	

## ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p><b>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</b></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>The Team Leader, Residential Services provides direct oversight over all operations across residential care and lead tenant in the Gippsland region. The Team Leader will provide support and supervision to a team of unit supervisors to ensure all key areas of compliance are being met to the highest standard. Core responsibilities will include; recruitment, supervision and training of staff including the implementation and monitoring of Berry Street practice models, conducting compliance audits against the Department Of Health &amp; Human Services standards for residential care, using data from incident reports and observations to identify risk, monitoring daily client reports to ensure their needs are being met. The Team Leader will work closely with the CYF leadership team and therapeutic specialist to ensure a quality therapeutic program is being delivered.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>Berry Street expects all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> To be the best we can be and to never give up</p> <p><b>Integrity:</b> Expect a personal and organisation commitment to honesty</p> <p><b>Respect:</b> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><b>Accountability:</b> Be responsible for our own actions</p> <p><b>Working Together:</b> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>The Team Leader has a leadership role and provides support, supervision and direction to staff and in conjunction with the Manager, promotes a culture of continuous quality improvement in the delivery of Out of Home Care Services to a diverse mix of clients with varying needs and challenges.</p> <p>The role will:</p> <ul style="list-style-type: none"> <li>• Be responsible for the quality and monitoring of service delivery in residential care and lead tenant. This includes Looking after Children (LAC) documentation.</li> <li>• Driving and leading a high quality workforce that promotes a positive culture within Residential Care.</li> <li>• Ensure compliance standards meet DHHS requirements, including fire and emergency procedures.</li> <li>• Influence delivery of a therapeutic care approach through coaching, development and training of staff.</li> <li>• Maintain all properties to a high standard and ensure all maintenance requirements are adhered to promptly.</li> </ul>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Morwell Office and reports to the Senior Manager Residential Services who will provide supervision and review.</p> <p>The Team Leader will work collaboratively with internal and external stakeholders and has 7 direct staff reports.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.</li> <li>• 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.</li> <li>• 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.</li> </ul>	
KEY SELECTION CRITERIA	
<ul style="list-style-type: none"> <li>• Understanding of the developmental and therapeutic needs of children and young people who have suffered abuse and neglect and are on statutory protective and juvenile justice orders.</li> <li>• An understanding of key DHHS policies and compliance standards and their impact on the community sector.</li> <li>• Willingness to work flexible hours and provide crisis support as determined by the demands of the position.</li> <li>• Excellent written and oral communication skills</li> <li>• Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.</li> <li>• Demonstrated ability to lead a team and provide support, management and supervision to staff.</li> <li>• Demonstrated experience in working with children and young people.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A qualification in Social Work, Psychology, Welfare or related.</li> <li>• 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.</li> <li>• Demonstrated skills and experience working with high risk and high need children and young people.</li> </ul>	<ul style="list-style-type: none"> <li>• Be able to train staff in TCI (or be willing to undertake TCI train the trainer course)</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• To ensure all clients receive high quality services in accordance with Berry Street's Values and Strategic Plan.</li> <li>• Receive and respond to complaints and Critical Incidents.</li> <li>• Read daily updates and action any outstanding items.</li> <li>• Tend to maintenance requests.</li> <li>• Regularly visit all units within the program on a weekly basis.</li> <li>• In collaboration with therapeutic specialist, ensure delivery of therapeutic approaches to young people in out of home care.</li> <li>• In conjunction with the Manager, Out of Home Care, share responsibility and facilitate leadership and staff meetings.</li> <li>• Assist unit supervisors and staff to ensure residential units comply with CSO Registration Standards for Residential Care Services, Fire Safety Standards and Occupational Health and Safety requirements.</li> <li>• Hold neighbours meetings and ensure good community relationships are fostered and maintained.</li> <li>• Ensure the household budgets are being managed efficiently and within set expectations.</li> <li>• Take a lead role in ensuring that the Looking After Children Framework and Procedures are implemented effectively in each residential unit.</li> <li>• At times be required to carry specific portfolios relating to quality improvement and enhanced service delivery</li> </ul>
<b>Human Resource Management</b>	<ul style="list-style-type: none"> <li>• To take responsibility for the recruitment and induction of appropriate staff to provide high quality service delivery to children, young people and families.</li> <li>• To provide supervision to specified staff according to the Berry Street Supervision Policy, monitor workloads and provide annual staff appraisals and professional developing planning.</li> <li>• To identify and be responsible for ensuring a high level of professional development for staff and ensure that all staff receive appropriate development and training opportunities.</li> <li>• In conjunction with Manager, OoHC, provide debriefing, demobilisation and defusing for residential staff as required.</li> <li>• Monitor workloads, staff wellbeing and assist in annual staff appraisals.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• To ensure that all practices within the program are in accordance with the relevant policy of Berry Street.</li> <li>• To ensure that all relevant administrative procedures are adhered to</li> <li>• Ensure that leave periods are appropriately managed and monitored according to Berry Street's Enterprise Agreement.</li> <li>• Ensure that Occupational Health and Safety systems are in place that identify potential risks to the Health and Safety of clients and staff.</li> </ul>
<b>Program Development and Review</b>	<ul style="list-style-type: none"> <li>• Liaise with the Manager regarding the development, performance and review of the Program.</li> <li>• In conjunction with the Manager develop, maintain and review service manuals, policy guidelines and performance indicators.</li> <li>• In conjunction with the Manager and Senior Manager, establish service objectives annually, develop performance indicators and evaluate outcomes according to the Berry Street planning cycle.</li> </ul>

	<ul style="list-style-type: none"><li>• Monitor trends, service gaps and emerging program needs. Assist in advocating and ensuring program relevance and improvement.</li><li>• To positively promote the program at all times.</li></ul>
Other	<ul style="list-style-type: none"><li>• Other duties as directed.</li></ul>

## 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 2014-2017 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 which is \$84,976.40 under the *Berry Street Victoria 2014-2017 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. This allowance is all inclusive for motor vehicle costs incurred during employment with Berry Street, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
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 identity 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
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Regular
	Sit at a computer or in meetings for extended periods	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>People Contact</b>	Work with clients who may have a physical or sensory disability	Regular
	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.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services	Daily
	Undertake training and professional development activities.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional