

	<b>Position Title:</b> Team Leader		<b>Team:</b> Home Based Care		<b>Region:</b> South Eastern
	<b>Supervisor:</b> Senior Manager Home Based Care	<b>Delegations and Authorities:</b> In Line with Delegations Policy		<b>Band:</b> C	<b>Date Completed:</b> 21 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 South Eastern Region's Home Based Care Program provides out of home care to vulnerable young people who are unable to remain at home with their families. The program supports children and young people in their placements with foster carers and ensures they are cared for in the carers home.</p> <p>The Home Based Care team ensures placements are well resourced, ensuring carer recruitment, support, development and supervision is at a high standard.</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 will be:</p> <ul style="list-style-type: none"> <li>responsible for ensuring the development and maintenance of a robust, resilient, appropriate carer base, as well as day to day support, supervision and development of staff and carers to address the needs of children/young people in home based care.</li> <li>skilled at carer recruitment, assessment, training and development including maintaining the carer data base and ensuring compliance against the Home-Based Care Program Requirements (DHHS).</li> <li>responsible for the delivery of the Home-Based Care services including contract compliance, program performance and continuous quality improvement.</li> <li>accountable for the work of the team, provides regular staff supervision, implements standards/policies and systems to manage the work requirement for clients and carers.</li> <li>actively involved in decision making about client's best interests care and planning, service response, in close collaboration with DHHS South and East Divisions, relevant community and other government services and the child's/young person's family and network.</li> </ul>
	REPORTING RELATIONSHIPS
	<p>This role is based at our South Eastern Office. It is part of the broader Home Based Care Team.</p> <p>This role has 4 direct reports; 3 Case Managers and 1 Assessment Practitioner with the possibility of additional direct reports depending on program demand and growth.</p> <p>The Team Leader reports to the Senior Manager, Homes Based Care who will provide supervision and review.</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: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills (including public speaking, presentations and facilitation 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 provide leadership and direct service in the provision of home based care across a large geographical area and to manage service delivery towards output and outcomes requirements.</li> <li>• A thorough understanding of the theoretical frameworks that underpin Berry Street's approach to out of home care, in particular attachment, grief, loss and trauma.</li> <li>• Knowledge and relevant experience in the assessment and training of prospective carers and the ongoing training for accredited caregivers.</li> <li>• Demonstrated capacity to lead human resource management systems, including recruitment, selection, induction, development, coaching and performance management of staff.</li> <li>• A sophisticated understanding of the complexity of the service system and the issues involved in providing services to statutory clients.</li> <li>• Demonstrated ability to work effectively under supervision and within collaborative leadership teams to meet accountability requirements.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A tertiary qualification Social Work, Youth Work or other related discipline.</li> <li>• You must have a minimum of three years' experience within the sector.</li> <li>• Knowledge of the Children, Youth and Families Act and Protection and Care's Best Interest planning principles and procedures and relevant legislation.</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> </ul>	<ul style="list-style-type: none"> <li>• Previous leadership experience within the sector is highly desirable</li> </ul>

#### KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Developing and Maintaining a large carer pool</b>	<ul style="list-style-type: none"> <li>• To source a candidate pool of people interested in becoming carers (including respite carers).</li> <li>• To co-ordinate, develop and deliver recruitment, assessment and training procedures for the South-East Home Based Care Program.</li> <li>• To take a leadership role in recruiting and completing thorough assessments of prospective HBC carers.</li> <li>• To co-ordinate and deliver pre-accreditation training for HBC carers.</li> <li>• To work with colleagues in the HBC Program and DHHS to ensure appropriate 'matching' of carers with children and young people requiring care.</li> <li>• Prepare reports for the Assessment &amp; Review Panel, South East Region.</li> <li>• Ensure a sound matching process is conducted so that the placement has every chance to be caring, stable, long term, well matched and supported.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Represent the Berry Street HBC program for the South-East Region on committees or groups as required and requested</li> <li>• Undertake program promotion, presentations and other community education functions.</li> <li>• Work in collaboration with the Senior Manager and Assessment Practitioner to develop recruitment strategies that effectively respond to the range of presenting needs of children and young people requiring HBC.</li> <li>• Participate in Berry Street HBC policy and program development discussions.</li> <li>• Keep abreast of relevant theoretical, legislative and policy developments.</li> </ul>
<b>Staffing</b>	<ul style="list-style-type: none"> <li>• In conjunction with the Senior Manager assist with program staff recruitment and selection.</li> <li>• Provide orientation, support, supervision, annual staff appraisals and professional development plans and performance management to staff in line with Berry Street policy.</li> <li>• In conjunction with the Senior Manager, assist with tasks associated with the recruitment, induction and ongoing training of volunteer caregivers with an overall aim of ensuring the program has an adequate pool of appropriately trained and assessed carers to meet the needs of all children requiring home based care.</li> <li>• Ensure that volunteer caregivers are receiving supervision, support and development according to their needs.</li> <li>• Facilitate regular staff meetings that ensure inclusive and collaborative work practices.</li> <li>• Initiate and respond to team building activities and opportunities.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Carer Support and Development</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Ensure that assessments and reports are accurate, of a high standard and provided in a reasonable time frame</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that each carer or carer family has a dedicated carer case manager who provides supervision of the placement.</li> <li>• Ensure that each carer is able to provide the most appropriate care for the child/ren in their care</li> <li>• Ensure that the carers are provided with day to day practical, emotional and material support to carers (including respite carers)</li> <li>• Ensure that carers are provided with support during quality of care/abuse in care investigations.</li> <li>• In conjunction with the Senior Manager, maintain collaborative working relationships with other Berry Street services (including Take Two, ICMS, Education etc)</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> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Other duties as required</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 South Eastern 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 currently \$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>Manual Handling</b>	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.	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	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	Daily

	information and data.	
	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