

	Position Title: Team Leader – Residential Care		Team: Residential Care		Region: South East
	Supervisor: Senior Manager, Residential Care	Delegations and Authorities: In Line with Delegations Policy	Band: C	Date Completed: 27 November 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’s Residential Care Services offers accommodation and support to children and young people who are referred through the Child Protection system.</p> <p>Residential Care is intensive and time-limited care for a child or young person in statutory care that responds to the complex impacts of abuse, neglect and separation from family. This is achieved through the creation of positive, safe, healing relationships and experiences informed by a sound understanding of trauma, damaged attachment and development needs.</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>REPORTING RELATIONSHIPS</p> <p>This role is based at our Clayton office. It is part of the broader Residential Services team.</p> <p>This role reports to the Senior Manager, Residential Care, who will provide supervision and review.</p> <p>This role has 3 direct reports and works in conjunction with other team members.</p>

EXPECTATIONS

- Conduct oneself 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 is committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street is also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Demonstrated experience in working with children and young people.
- 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.
- Demonstrated ability to lead a team and provide support, management and supervision to staff.
- Demonstrated experience in managing staff and promoting a positive work culture.
- An understanding of key DHHS policies and their impact on the community sector.
- Willingness to work flexible hours as determined by the demands of the position.
- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- 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, Welfare or similar.
- 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

- A minimum of 3 years' experience in Residential Care Services.
- Certificate IV in Child, Youth and Family Intervention or associated upskilling modules.
- The foundational and TRC specific stages of the mandatory staff training in trauma-informed care (With Care Training).

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To ensure a high standard of care is provided to young people placed within the program. • To advocate for the needs of the young people placed within the program. • In conjunction with the Senior Manager promptly identify and address issues where the delivery of service does not meet standards expected by Berry Street. • Assist unit supervisors and staff to ensure residential units comply with Program standards, CSO Registration Standards for Residential Care Services, Fire Safety Standards and Occupational Health and Safety requirements. • Contribute to service delivery planning and development. • Represent the program and Berry Street in internal/external meetings/forums as required. • Take a lead role in ensuring that the Looking After Children Framework and Procedures are implemented effectively in each residential unit. • Support supervisors to ensure that a safe therapeutic environment in which specific physical, emotional and developmental needs of each young person are met.
Administration	<ul style="list-style-type: none"> • To keep designated records and provide reports as required or requested by the Senior Manager or the Regional Director. • To ensure that all practices within the program are in accordance with the relevant Berry Street policies and guidelines. • Support Supervisors and staff to provide reports in agreed formats and within timelines as required by the Senior Manager/Director, including the Critical Incident reports identifying issues for further follow up and attention. • Monitor rosters, expenditure and maintenance across the units ensuring that the program is able to provide appropriate staff and resources that will respond to the changing needs of young people in care. • Provide reports as required.
Program Development	<ul style="list-style-type: none"> • To participate in relevant regional and state-wide forums relating to the program area and contribute to policy development. • In conjunction with the Senior Manager develop, maintain and review service manuals, policy guidelines and performance indicators. • In conjunction with the Senior Manager and the Regional Director, establish service objectives annually, develop performance indicators and evaluate outcomes according to the Berry Street planning cycle. • Monitor trends, service gaps and emerging program needs. Assist in advocating and ensuring program relevance and improvement. • To positively promote the program at all times.

Other	<ul style="list-style-type: none">• To provide formal supervision to the Residential Supervisors in accordance with Berry Street Victoria Policy.• To ensure that staff leave is planned in such a way that adequate staff coverage is maintained to continue the provision of high quality service.• In conjunction with Senior Manager Residential Services, provide debriefing for residential staff as required.• Ensure casual staff receive supervision.• Monitor workloads, staff wellbeing and assist in annual staff appraisals.• To promote a learning culture within the residential care program through training opportunities, role modelling and informal supervision.
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CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and 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 Clayton 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 remuneration for this position is SCHADS 7, PP1 \$84,976.40 gross per annum (full time equivalent), under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. This position is inclusive of an annual motor vehicle allowance of \$10,500 (full time equivalent). 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-employment health 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.	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
People Contact	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
Administrative Tasks	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
	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.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional