

	Position Title: Team Leader		Team: North East Support and Safety Hub		Region: Northern
	Supervisor: Program Manager Triage and Response – Northern Family and Domestic Violence Service	Delegations and Authorities: In Line with Delegations Policy	Band: C	Date Completed: January 2019	

ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>The Northern Family & Domestic Violence Service (NFDVS) is the lead provider and access point for the integrated family violence service system in the Northern Metropolitan sub-region. NFDVS provides a range of support services to women and their children who have experienced family violence. The service aims to assist women and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence.</p> <p>Underpinning the service is a commitment to work within a feminist framework that acknowledges the gendered nature of violence against women and the social pattern of inequality in which violence and abuse is perpetrated. The service works from a framework that attempts to promote a woman's sense of self and encourage her own agency (empowerment).</p> <p>The Royal Commission into Family Violence recommended the introduction of Support and Safety Hubs in each of the 17 Department of Health and Human Service (DHHS) areas (recommendations 37 and 38).</p> <p>The Royal Commission made a number of recommendations about the establishment, operation and functions of the Support and Safety Hubs including that they:</p> <ul style="list-style-type: none"> • provide a single area-based entry point into local specialist family violence services, perpetrator programs and integrated family services • receive police referrals, referrals from other services, and self-referrals, and perform risk and needs assessments and safety planning • provide direct crisis assistance as well as linking with services for longer term support • provide a base for co-location of services that survivors of violence may need.
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 never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Support and Safety Hubs will be designed to make it easier for vulnerable families and children – including victims/survivors of family violence and families with children at risk of abuse or neglect – to access services when and where they need them. They will be visible and trusted points in the community offering safe, simple and early access to services and connect people to the support they need.</p> <p>The Team Leader will provide day-to-day coordination and support to a small team of up to seven highly skilled family violence workers who collectively will provide screening, assessment, triage and response functions to all incoming referrals for women, and women with children, to the Support and Safety Hub.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at the North East Support and Safety Hub (The Orange Door) located in Heidelberg.</p> <p>This role reports to the Program Manager, Triage and Response who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • 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 practising and promoting self-care strategies. • Demonstrated ability to provide leadership, share knowledge and experience with others and lead others through change. • Demonstrated knowledge and understanding of the gendered nature of family violence and the ability to articulate a feminist practice framework, including the impact on women and children. • Demonstrated ability to reflect on and analyse complex situations arising from intake, with a capacity to adapt, support and manage change. • Detailed understanding of child development theory, trauma-informed practice, David Mandels 'Safe and Together' framework and the Best Interests Case Practice Model. • Demonstrated commitment to working collaboratively internally, with partners and stakeholders, and the community with the capacity to build relationships, negotiate and liaise at a leadership level. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Social Work or a related discipline. • Minimum one-year experience in a leadership role. • Knowledge of the Family Violence Protection Act 2008 and the Common Risk Assessment Framework and the ability to share this knowledge and model systems advocacy. • 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. <p>The below personal qualities are essential for success in this role;</p> <ul style="list-style-type: none"> • Good interpersonal, team and networking skills and capacity to work independently. • Ability to role model self-care and support other staff in self-care strategies. 	<ul style="list-style-type: none"> • A comprehensive understanding of the Integrated Family Violence Service System. • Ability to speak a relevant community language. • Post graduate management qualification.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Providing leadership, guidance and oversight to a team of Hub Practitioners to ensure high quality, safe and effective service responses for women and children seeking support and safety through the North East Support and Safety Hub. • Provide consultations to direct service staff. • Coordinate rosters, staffing and resourcing. • Triage referrals. • Liaise with key stakeholders across the northern region to develop the required partnerships. • Supervise staff in the North East Support and Safety Hub team. • Maintaining a small client load and providing coverage for team members as required. • Aligning work with the North East Support and Safety Hub's Integrated Practice Framework, operating guidance and service requirements. • Meeting team service delivery performance and data reporting requirements. • Managing, supporting and developing the Hub Practitioner team to build a culture of high performance, collaboration and innovation. • Monitoring alignment and ensuring compliance with relevant practice standards and frameworks. • Adhering to relevant frameworks including the Family Violence Information Sharing Scheme, standards, policies and procedures of the North East Support and Safety Hub.
Administration	<ul style="list-style-type: none"> • Monitor targets and record all reportable information on CSnet, for DHHS service delivery tracking including North East Support and Safety Hub CRM system • Ensure all regular line management supervision is attended. • Report any conditions that pose a risk to staff, the agency and DHHS • Undertake other duties as directed.
Program Development	<ul style="list-style-type: none"> • Liaise with key management and staff from within the broader community & health services sectors including hospitals, Community Health, housing, aged care, children's services, drug & alcohol, problem gambling and other relevant services and facilitate effective links to enhance referral options for women and children and promote awareness of family violence. • Cooperate and participate in any evaluation processes either broadly related to family violence work or specifically regarding the strategies. • Contribute to the review, development and implementation of systems, policies and procedures to build and enhance the North East Support and Safety Hub service model.
Other	<ul style="list-style-type: none"> • Other duties as directed.

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 North East Support and Safety Hub (The Orange Door) in Heidelberg. 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 Level 7, PP1 \$87,773.92 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 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
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Work in unstructured environments (e.g. outreach).	Occasional
	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.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional