

	Position Title: Team Leader – Housing Services		Team: Child, Youth & Family Services		Region: Western Region
	Supervisor: Senior Manager Child, Youth and Families	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>Berry Street (Western Region) provides a number of housing services across the Central Highlands area. These comprise of, two lead tenant programs (CHange and BLaST) and Housing services. This role will oversee these programs and all relevant statutory and program requirements including an afterhours response.</p> <p>CHange (Central Highlands Accommodation – nurture, grow, engage) is a pilot program (currently funded for 2 years) which aims to divert homeless young people aged between 16-20yrs from recurring homelessness. This will be achieved by offering the young person crisis housing with a higher intensity of support that will be tailored to their individual requirements after a comprehensive needs assessment. This program will comprise of four x 2 bedroom units which will accommodate up to 8 young people and provide an intensive support period of 3 – 6 months. The governance model for this project will consist of the consortium members: SalvoConnect Western, Berry Street Western, Uniting Ballarat, Ballarat Community Health and Child and Family Services being a steering committee that oversees the implementation and progress of the model.</p> <p>BLaST (Ballarat Learning & Support Tenancy) is a Lead Tenant program that provides single unit accommodation to four young people between the age of 16-18yrs who are involved in the out-of-home care system. The BLaST model has a strong focus on education and vocational training that supports the young people in developing their capacity for independence while working towards their educational/career goals with the overall aim of preparing young people for exiting the care system.</p> <p>The Housing Support team provide a case management response to clients, and clients who have children who are at risk of homelessness through a range of complex needs, situational crisis, making them vulnerable of becoming homeless or who are already homeless.</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 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 Team Leader has a significant leadership role and provides support, supervision and direction to a number of staff and lead tenants across multiple programs in conjunction with the Western Region Leadership group.</p>

The Team Leader promotes a culture of continuous quality improvement in the delivery of supported accommodation and required to work in collaboration with key partners and relevant stakeholders.

Duties include:

- Oversight, monitor and support of up to seven staff, plus a pool of casual staff, in delivering emergency and supported accommodation to young people.
- Oversight and monitoring of each program requirements, compliance and service delivery.
- The Team Leader should offer effective leadership to build an effective team that will deliver a best practise service.
- Work in collaboration with partnering agencies and key stakeholders including the Creating Connections partnership.

REPORTING RELATIONSHIPS

This role is based at the CHAnge office in Mount Pleasant.

This role reports to the Senior Manager – Child, Youth & Families who will provide supervision and review.

This role has seven direct reports, and additional pool of casual support workers. This role will also provide peer supervision to co-located staff based at CHAnge.

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 leadership skills in particular experienced in leading, managing and the provision to both employees and volunteers, to achieve desired outcomes.
- Extensive experience in the sector, particularly in homelessness/housing services 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 and non-statutory clients.
- Demonstrated experience in working with young people on Statutory Protective orders and a sound knowledge of the nature of protective issues, homelessness, trauma and attachment, disability and the implications for their emotional and behavioural development.
- Knowledge of, and ability to apply, a range of assessment, intervention and interactive skills with young people who have experienced trauma.
- Knowledge of the Children, Youth and Families Act (2005), Protection and Care's Best Interest planning principles and procedures and other relevant legislation.
- Experience in case management as well as working with families and social/service networks to enhance children & young peoples' lives – providing individual and systemic advocacy.
- Willingness to work flexible hours as determined by the demands of the position, including support to clients and other members of the staff team.
- 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), including cultural safety for children from CALD backgrounds.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Youth Work or other related discipline.
- 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

- 3+ years' Case Management experience in Homelessness/Housing.
- An understanding of family violence, trauma, mental health, effects of drugs and alcohol and homelessness and their effects on women, young people and children.
- Knowledge of the Family Violence Protection Act (2008) and the Family Violence Common Risk Assessment Framework.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Coordination, support, development and leadership of a team of staff	<ul style="list-style-type: none"> • Provide supervision and professional development opportunity for team members as allocated. • Supervisory responsibility for up to seven staff and a pool of casual staff. • Assist and support in over-viewing referrals, case allocation, case planning and reviewing and risk assessment. • Monitor workloads, staff wellbeing and assist in annual staff appraisals. • Ensure all documentation and reports are accurate and timely. This includes, but is not restricted to all reporting requirements, client files, statistics and work analysis. • In conjunction with Senior Manager, maintain responsibility for team finances.
Program monitoring, development and quality improvement	<ul style="list-style-type: none"> • In conjunction with management, develop, maintain and review appropriate service manuals, policy guidelines and performance indicators as needed. • Monitor trends, service gaps and emerging program needs. Assist in advocating and ensuring ongoing program relevance and improvement and taking into account consumer feedback. • In conjunction with management liaise with key personnel from funding bodies to ensure effective operation of program. • Be involved in key regional networks including the Creating Connections partnership and participate in relevant regional and state-wide forums. • Provide reports to management on all levels as requested. • Undertake program promotion, presentations and other community education functions. • Work in collaboration with the Senior Manager and other Team Leaders to develop recruitment strategies that effectively respond to the range of presenting needs of children and young people requiring housing. • Keep abreast of relevant theoretical, legislative and policy developments.
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 CHAnge Office in Mount Pleasant. 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 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