

	<b>Position Title:</b> Team Leader Specialist Youth Services	<b>Team:</b> Specialist Youth Services		<b>Region:</b> Western <b>Office:</b> Mt Helen
	<b>Supervisor:</b> Senior Manager Specialist Youth Services	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> C <b>Rem:</b> SCHCADS Lv 7 \$10,500pa Motor Vehicle Allowance	<b>Date Completed:</b> August 2019

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></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><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>Berry Street's Specialist Youth Services team in the Western Region provides a range of assessment and case coordination services to children and young people that may present with a range of complex needs. The program is responsible for the coordination of Targeted Care Packages (TCP), Multiple and Complex Needs Initiative (MACNI) services and Multi Agency Support Team (MAST).</p> <p>The team also provide a range of residential care services including Therapeutic Residential Care (TRC) and specialist care houses. The service promotes interdisciplinary collaboration and has well established networks with other key stakeholders that aim to provide individually tailored, well-resourced holistic approaches that assist children and young people recover from trauma, prevent further escalation and promote improved wellbeing, health and stability.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>We expect all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a 'fair go'</p> <p><b>Integrity:</b> to be true to our word</p> <p><b>Respect:</b> to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p><b>Accountability:</b> 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><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Team Leader will provide daily operational support to the Senior Manager Specialist Youth Services. This includes:</p> <ul style="list-style-type: none"> <li>• Managing a diverse team and promote the Specialist Youth Services team</li> <li>• Support and supervise the Keyworker(s), Support Workers, Case Managers and Specialist Services Clinicians</li> <li>• Lead the relationship with the funder with respect to TCPs and partner agencies for the MAST Project</li> <li>• Develop the TCP packages</li> <li>• Monitor and review the local TCPs (inclusive of all components such as case management, support, and all financial aspects of the TCP)</li> <li>• Ensure quality reporting on the TCPs</li> <li>• Engage with the service sector.</li> </ul>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Mt Helen Office.</p> <p>This role reports to the Senior Manager Specialist Youth Services who will provide supervision and review. This role will provide supervision and review to a number of direct reports, including the Keyworker(s), Support Workers, Case Managers and Specialist Services Clinicians.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>• 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 within the principles of continuous improvement and occupational health and safety.</li> <li>• Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.</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 is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.</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 practising and promoting self-care strategies.</li> <li>• Knowledge and demonstrable experience in delivering innovative and effective approaches for young people with complex needs.</li> <li>• Knowledge of the Out of Home Care system and Child Protection statutory requirements.</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>• Demonstrated ability to achieve positive outcomes for young people through a strengths-based, outcomes-focused case management approach.</li> <li>• Well-developed individual and systemic advocacy skills, including influencing decisions in clients' best interests.</li> <li>• Demonstrated leadership skills, in particular experience in leading, supervising, and managing people to achieve desired outcomes.</li> <li>• Demonstrated ability to working collaboratively and the capacity to negotiate and liaise with staff, carers, DHHS, other stakeholders.</li> <li>• Excellent organisational skills and financial literacy.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A tertiary qualification in Social Work, Youth Work or other related discipline.</li> <li>• A minimum of three years' experience within the welfare sector.</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>• N/A</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• At times, carry a small case load of TCP's depending on the needs of the program.</li> <li>• Provide casework support at times, aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques.</li> <li>• Liaise with relevant services and advocate on behalf of 'at risk' children, young people and families to ensure access to resources and facilities where necessary.</li> <li>• Be prepared to carry a mobile phone in order to fulfil the requirements of your role and respond to crises when required.</li> <li>• Liaise with relevant services and advocate on behalf of children &amp; young people to ensure access to resources where necessary.</li> <li>• Develop TCPs, in conjunction with clients and other key stakeholders;</li> <li>• To ensure the communication of all relevant information about the young person is provided to other professional staff that support them and their carer/s (Case manager, DHHS, school and other support services etc.).</li> <li>• Oversee the implementation of individual therapeutic treatment plans, LAC, crisis management plans and case plans.</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>• Ensure that volunteer caregivers and live in mentors are receiving supervision, support and development according to their needs.</li> <li>• In accordance with Berry Street policy and DHHS requirements, co-ordinate the appropriate response and ensure appropriate support during and follow up of serious incidents for staff, volunteers and clients.</li> <li>• Promptly identify and address issues where the delivery of service or the performance of a staff member or volunteer does not meet standards expected by Berry Street and / or the funding body and report to the Manager, Complex Client Services.</li> <li>• Monitor workloads, staff wellbeing and assist in annual staff appraisals.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Represent Berry Street in all relevant Divisional TCP forums.</li> <li>• Ensure that all relevant TCP data is up to date.</li> <li>• Monitor the progress of TCPs, including service delivery and expenditure.</li> <li>• Ensure all documentation requested of keyworkers is accurate and timely. This includes, but is not restricted to all reporting requirements, client files, statistics and work analysis.</li> <li>• Prepare Critical Incident Reports for DHHS and Berry Street as required.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• With management, be responsible for the recruitment and induction of case managers.</li> <li>• Provide supervision and professional development opportunity for team members as allocated.</li> <li>• Provide support and direction for team members during and post incidents.</li> <li>• Assist and support in over-viewing referrals, case allocation, case planning and reviewing and risk assessment.</li> <li>• Monitor workloads, staff wellbeing and assist in annual staff appraisals.</li> <li>• Ensure all documentation requested of case managers is accurate and timely. This includes, but is not restricted to all reporting requirements, client files, statistics and work analysis.</li> <li>• In conjunction with management, be responsible for petty cash and other team finances.</li> <li>• Conduct project work as requested.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Other duties as required.</li> </ul>

## 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.	Daily
	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>	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 information and data.	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