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|  | <b>Position Title:</b> Team Leader – Residential Care |  | <b>Team:</b> Residential Care |                                      | <b>Region:</b> Northern |
|  | <b>Supervisor:</b> Senior Manager, Residential Care   | <b>Delegations and Authorities:</b><br>In Line with Delegations Policy | <b>Band:</b> C                | <b>Date Completed:</b> November 2019 |                         |

## ORGANISATIONAL INFORMATION

| 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 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><b><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></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><b>REPORTING RELATIONSHIPS</b></p> <p>This role is based at our Eaglemont office. It is part of the broader Residential Services team. This role reports to the Senior Manager, Residential Care, who will provide supervision and review. This role may have 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  |
|--------------------------------|--|
| <b>Direct Service Delivery</b> | <ul style="list-style-type: none"> <li>• To ensure a high standard of care is provided to young people placed within the program.</li> <li>• To advocate for the needs of the young people placed within the program.</li> <li>• In conjunction with the Senior Manager promptly identify and address issues where the delivery of service does not meet standards expected by Berry Street.</li> <li>• 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.</li> <li>• Contribute to service delivery planning and development.</li> <li>• Represent the program and Berry Street in internal/external meetings/forums as required.</li> <li>• Take a lead role in ensuring that the Looking After Children Framework and Procedures are implemented effectively in each residential unit.</li> <li>• Support supervisors to ensure that a safe therapeutic environment in which specific physical, emotional and developmental needs of each young person are met.</li> </ul> |
| <b>Administration</b>          | <ul style="list-style-type: none"> <li>• To keep designated records and provide reports as required or requested by the Senior Manager or the Regional Director.</li> <li>• To ensure that all practices within the program are in accordance with the relevant Berry Street policies and guidelines.</li> <li>• 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.</li> <li>• 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.</li> <li>• Provide reports as required.</li> </ul>   |
| <b>Program Development</b>     | <ul style="list-style-type: none"> <li>• To participate in relevant regional and state-wide forums relating to the program area and contribute to policy development.</li> <li>• In conjunction with the Senior Manager develop, maintain and review service manuals, policy guidelines and performance indicators.</li> <li>• 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.</li> <li>• Monitor trends, service gaps and emerging program needs. Assist in advocating and ensuring program relevance and improvement.</li> <li>• To positively promote the program at all times.</li> </ul>  |

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| <b>Other</b> | <ul style="list-style-type: none"><li>• To provide formal supervision to the Residential Supervisors in accordance with Berry Street Victoria Policy.</li><li>• 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.</li><li>• In conjunction with Senior Manager Residential Services, provide debriefing for residential staff as required.</li><li>• Ensure casual staff receive supervision.</li><li>• Monitor workloads, staff wellbeing and assist in annual staff appraisals.</li><li>• To promote a learning culture within the residential care program through training opportunities, role modelling and informal supervision.</li><li>• Other duties as directed</li></ul> |
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## 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>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      |

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| <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 |