

	<b>Position Title:</b> Team Leader – Foster Carer Recruitment, Assessment & Training	<b>Team:</b> Home Based Care		<b>Region:</b> Western <b>Office:</b> Mt Helen
	<b>Supervisor:</b> Senior Manager Child and Family Services	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> C <b>Salary:</b> SCHCADS Lv 7 \$10,500pa Motor Vehicle Allowance	<b>Date:</b> November 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 aims to provide a high quality out of home care service that is responsive to the specific needs of children and young people who are at risk or who have experienced the trauma of family violence, child abuse and neglect. Berry Street aims to provide high quality foster carers who will provide a safe and nurturing environment for children and young people in care.</p> <p>Berry Street provides Foster Care services in the Western Region of Victoria. The program provides General, Intensive and Complex Foster Care for children and young people who are unable to live with their own families. Most children and young people are placed in out of home care following child protection intervention. A small number are in care on a voluntary basis. Voluntary and statutory placements can be of a short or long term nature.</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 – Foster Carer Recruitment, Assessment &amp; Training will be responsible for the leadership, implementation and delivery of a comprehensive recruitment strategy with the aim of having a sufficient pool of trained and accredited carers to meet the needs of children requiring out of home care.</p> <p>The Team Leader will be skilled at carer recruitment, assessment, training and development including maintaining the carer data base and ensuring compliance against the Home Based Care Program Requirements (DHHS).</p> <p>This position is also responsible for the development and delivery of Shared Stories Shared Lives Victoria training.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Mt Helen Office.</p> <p>This role reports to the Senior Manager Child and Family Services who will provide supervision and review.</p> <p>This position will be required to provide supervision to staff within the Recruitment, Assessment and Training team.</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 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), in particular, report writing skills and the capacity to negotiate and communicate with a range of professionals and individuals.</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>A thorough understanding of the theoretical frameworks that underpin Berry Street's approach to out of home care, in particular, attachment, grief and loss and trauma.</li> <li>Ability to make timely, sound decisions about regarding prospective carer suitability, and consult for the purposes of assessment and decision-making in the best interests of the children.</li> <li>Demonstrated commitment to working collaboratively and the capacity to negotiate and liaise with staff, carers and volunteers, DHHS, other agencies and the community.</li> <li>A sophisticated understanding of the complexity of the service system and the issues involved in providing services to statutory clients.</li> <li>Demonstrated capacity to lead human resource management systems, including recruitment, selection, induction, development, coaching, support, supervision and performance management of staff.</li> <li>Demonstrated commitment to a learning culture and continuous service improvement across a large geographical area; and to manage service delivery towards output and outcome requirements.</li> <li>Sophisticated assessment skills and knowledge congruent with the theories of attachment and trauma, child development, as well as a sophisticated understanding of life stages.</li> <li>Leading the foster care recruitment strategy with the aim of having a sufficient pool of trained and accredited carers to meet the needs of children requiring out of home care.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>A tertiary qualification in Psychology, Social Work or a related discipline.</li> <li>A minimum of three years' experience within the sector.</li> <li>A sound knowledge of the Children, Youth and Families Act 2006.</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>Post Graduate training is preferred.</li> <li>Experience working within quality improvement frameworks would be an advantage.</li> <li>Previous experience in supervising staff and leading teams.</li> <li>Previous experience in providing case management services to clients in Out of Home Care or Child Protection.</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Human Resources Management</b>	<ul style="list-style-type: none"> <li>• Support the Senior Manager in the recruitment, management and development of appropriately qualified and skilled staff and support the Senior Manager in the provision of orientation, support, supervision, annual staff appraisals and professional development plans in line with Berry Street policy.</li> <li>• Take primary responsibility for tasks associated with the recruitment and ongoing training of foster carers with an overall aim of ensuring the program has an adequate pool of appropriately trained and assessed carers to meet the needs of all children requiring home based care.</li> <li>• Ensure that all staff understand the complexities of out of home care (with a specific focus on trauma and attachment) and what is expected of them as a Home Based Care worker. This includes the capacity for assertive outreach and the support of parents and carers, effective liaison with case managers responsible for the care of these children and young people and effective care team participation.</li> </ul>
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Ensure effective delivery of state-wide assessment and training requirements (Shared Stories Shared Lives Victoria &amp; Step by Step).</li> <li>• Ensure that systems are in place to maintain a high level of responsiveness and a quality service.</li> <li>• Ensure enquiry systems are working efficiently and that enquiries are responded to in a timely manner, and appropriate follow up is occurring.</li> <li>• Ensure that assessments and reports are accurate, of a high standard and provided in a reasonable time frame.</li> <li>• Managing compliance requirements of accredited and prospective carers in accordance with Home Based Care Program requirements.</li> <li>• Promptly identify and address issues where the delivery of service or the performance of a staff member, volunteer caregiver or external consultant does not meet standards expected by Berry Street and / or the funding body and report same to the Home Based Care Senior Manager.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Take primary responsibility for the delivery of the home based care services provided by the relevant team, including contract compliance, program performance and continuous quality improvement.</li> <li>• In conjunction with the Senior Manager and other relevant people, contribute to the successful development and implementation of the research, development and continuous improvement of the Home Based Care program.</li> <li>• In conjunction with the Senior Manager, be actively involved in identifying deficits in the service system and assisting in strategies to address them.</li> <li>• Participate in appropriate regional, area, state-wide and other forums to promote Berry Street (specifically Home Based Care) and contribute to policy development.</li> <li>• Ensure that the team is operating in accordance with the requirements of the Service Agreement and registration standards as required by DHHS.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure that service delivery information is collected and recorded in a professional and timely manner, and is consistent with the requirements of an agreed management information system.</li> <li>• Ensure that practices and procedures specific to the program are consistent with Berry Street's policies and procedures.</li> <li>• Ensure that all administrative procedures are adhered to within the program.</li> <li>• Ensure that statistical data is collected, forwarded to DHHS in accordance with timelines.</li> </ul>

	<ul style="list-style-type: none"> <li>• Oversee and approve expenditure within the program where required.</li> <li>• Ensure that time sheets, time in lieu and leave requests are appropriately managed and monitored according to Berry Street's Certified Agreement and relevant policies.</li> <li>• Provide monthly and other reports to the Senior Manager as required.</li> <li>• Identify and report on any occupational health and safety concerns for staff and carers.</li> <li>• Other duties as directed, including the management of specific portfolio responsibilities as appropriate.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Act in accordance with the Code of Conduct.</li> <li>• Participate in a rostered after hours back up service as required.</li> <li>• To keep abreast of relevant theoretical legislative and policy documents.</li> <li>• Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements.</li> <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.	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
<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