

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

ACTING FAMILY SERVICES TEAM LEADER **CTC FAMILIES & FAMILY SERVICES**

Position Type	Full Time (38 hours per week) Maximum Term Backfill Contract 22 April to 1 May 2024 – flexibility and accountability in how these hours are worked to meet the need of clients – the spread of hours per week can range between 6.00am and 8.00pm
Location	CTC Youth & Family Services, Kingaroy
Reports To	Service Manager
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO) Level 5 + salary packaging

Broad Outline of South Burnett CTC Inc (CTC)

South Burnett CTC Inc (CTC) is a not for profit community organisation providing support to disadvantaged people of all backgrounds and ages in areas including Foster Care, Families & Family Services and Disability Services. We provide a range of services through the South Burnett area with teams operating from Kingaroy, Wondai and Murgon.

Program Summary

The programs within the Family Services division provide support to families within the South Burnett. The Family Services suite of programs provide a suite of programs which, along with the Local Level Alliance and strong network relationships, provide holistic support to families to enable them to achieve their goals and aspirations.

The Family Services team structure outlines the positions and direct reporting responsibilities at point of time. This is kept current and when any program commences, finishes or a staff member leaves, this structure can be reviewed.

Position Summary

The Acting Team Leader is one of two Team Leaders responsible for the coordination and delivery of family support services operated by CTC across the South Burnett. This leadership role will contribute to the development of evidence based and innovative support services for families. The Acting Team Leader will provide support, mentoring, supervision, guidance and management.

The position will have a primary focus on the Family and Child Connect and Money Management programs.

The Team Leader will hold case management client load and program responsibilities, although this may change from time to time.

Position Overview

- Ensure all service agreement requirements are met or exceeded as per the required outputs and outcomes of the programs in line with the Counting Rules from the various funding Departments
- Provide effective leadership to staff within the primary focus teams and the broader Family Services division
- Provide specialist support to staff, assisting them with strategies and safety measures to engage, assess and support vulnerable families, particularly when screening indicates that the family may be affected by family and domestic violence

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Attributes required to meet the responsibilities of the position

Qualifications/Industry Experience/Licences

- Minimum 3 year degree in Social Work, Psychology, Counselling or a related field
- Experience in managing, leading and mentoring staff
- Demonstrated skills in maintaining own personal safety and the safety of colleagues and clients through understanding and responding to indicators of risk
- Demonstrated skills in engaging hard-to-reach families
- Demonstrated ability to use a variety of tools to engage families and lead a single case plan
- Experience in working with complex issues such as family and domestic violence, alcohol and drug addictions, mental health, gambling and other contributing factors within a vulnerable family
- Established strong networks with other government and non-government organisations
- An understanding of the Domestic and Family Violence Prevention Act 2012 and the Child Protection Act 1999
- An understanding of the Human Services Quality Framework (HSQF)
- Experience in compiling case notes, safety plans, risks assessments and support plans
- Demonstrated understanding of personal and professional boundaries
- Commitment to respecting the privacy and confidentiality of all stakeholders
- Ability to maintain a driver's licence without suspension and be transparent in reporting any past or future driving/traffic infringement notices that may impact on own suitability to transport clients
- First Aid and CPR Certificates

Screening

- Working with Children Blue card
- Ability to meet and maintain any other current or future legislative benchmark requirements and government or organisation mandates

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support

Time Management and Accountability

- Time management and IT competency to ensure all client case notes are compiled and plans and other requirements are reviewed within the appropriate timeframes and that complete client files are kept up to date on a data capture system

Availability and Flexibility

- Flexibility to adjust hours when required to meet the needs of clients
- Availability for occasional pre-planned out of hours work/weekend events

Responsibilities of the Position

There are two Team Leaders across the Family Services programs. The duties below will be shared between the Team Leaders and while both should be familiar with all duties, the Team Leader will have a primary focus on one or more teams within the Family Services division.

A broad outline of Organisational responsibilities includes:

- Provide leadership to the Family Services team with a focus on the areas specified in the team structure
- Display a high level of knowledge of Human Services Quality Framework (HSQF) requirements and CTC policies and processes and educate and mentor staff around these
- Work as part of a leadership team to provide excellence in service delivery and support for families supported by the service
- Be solution focused and proactive in identifying areas of continuous improvement across the service

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Staff Management and Leadership

- Provide coaching, support and mentoring to each staff member
- Ensure all Award, workplace health and safety requirements and risk assessment processes relevant to the work performed are complied with
- Work alongside the Human Resources team to identify service needs and recruit appropriate staff
- Ensure new staff are fully inducted as per the Youth & Family Services Site Induction Checklist
- Ensure staff are fully exited as per the Exit Checklist for Staff and Volunteers
- Monitor and manage the performance of Family Services team members, including attendance, leave, output hours, outcome focus and service delivery
- Provide formal and informal training to new staff to ensure they meet legislative and organisational requirements and provide supportive and respectful care to families engaged with the service
- Ensure each staff member receives monthly formal supervision, debriefing of incidents and informal supervision when required
- Work with the Service Manager to conduct annual Performance Reviews
- Work alongside the leadership team and when required the Human Resources team to manage staff who are not performing at the required level
- Develop staff to continue to build the skills and expertise of all team members

Networking

- Provide facilitation and administration for the Local Level Alliance
- Maintain excellent relationships with stakeholders including but not limited to Child Safety, education providers, health providers and other government and non-government providers
- Develop and facilitate single case plans where multiple stakeholders are involved
- Have a high level of knowledge of stakeholders and their programs to enable appropriate collaboration with relevant stakeholders
- Build/improve/maintain positive relationships with all stakeholders to support positive outcomes/pathways for families and the services
- Take opportunities to build networks with key stakeholders where possible

Property and Resources

- Work as part of the CTC leadership team to ensure appropriate resources are available for each program, are in good condition and appropriately stored
- Ensure that each program has access to vehicles, office infrastructure, IT and other requirements to undertake their role safely and efficiently

Client Support

- Facilitate the management of referrals and allocate appropriately
- Provide coaching, mentoring and guidance to staff so that they can provide support to families that is kind, respectful, responsive, purposeful and in line with service agreements
- Provide support to clients to build protective factors, improve parenting, family functioning and safety - predominantly with families where there are complex needs
- Effectively engage hard to reach families
- Ensure all assessments, evaluations and plans are completed and uploaded to the required standard and within the required timeframes
- Develop and take the lead in a single case plan through effective case coordination meetings with other stakeholders. Ensure this case plan is progressed
- Ensure safety and risk are the priority, consult PCPP when risk to the child or young person constitutes harm
- Screen for domestic violence using the appropriate tools
- Advocate for families so their voice is heard and their views and wishes considered when working with other agencies
- Support staff in complex work related to a family

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Program Development and Delivery

- Support the Family Services team to develop and deliver programs that are consistent with the contract and targeted to meet established needs
- Ensure all programs are appropriately planned (including risk assessments), information captured and reviews undertaken
- Ensure the team has resources to deliver the program safely and efficiently

Administration

- Support the Service Manager with updating and/or developing policies and procedures
- Review timesheets at least weekly, ensuring staff work within their contracted hours (or seek approval to work outside these hours), submit timesheets by the Friday afternoon at the end of each fortnight
- Assess and process leave. Provide feedback if leave is not approved
- Complete internal and external reporting (or prompt others to do so)
- Manage and approve brokerage for all programs. Ensure that all expenditure is as per program budgets and that processes are in place to ensure that all receipts are uploaded and financial reporting is accurate and on time
- Undertake regular database reconciliations to ensure that hours are captured, plans are current and goal focussed, referrals are captured, documents uploaded and support is appropriate
- Review/update/implement systems within the service as required
- Maintain the SRS database ensuring data is up to date and all benchmarks are achieved or exceeded
- Provide support to complex clients as required and maintain all data related to this support

Other expectations of the position

- Self-manage own working hours to meet client, service, licencing, framework and organisational requirements
- Participate in the development of resources and community events as required which increase community knowledge and response to families in the community
- Participate in the development and promotion of resources and training that improve service response to families in the South Burnett

Be an effective member of the CTC Team

- Prioritise the attendance of all Team Meetings
- Actively participate in Team Meetings to ensure the service is meeting the needs of clients, the community and contractual outputs and outcomes and that strategies for continuous improvement are identified and implemented as required

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety.
- Be an effective member of the Families & Family Services Team as well as all other CTC Teams.
- Work independently and as part of a team in compliance with direction from management.
- Attend and actively participate in all team and other relevant meetings and training.
- Assist other staff in their duties.
- Assist in maintaining a clean, hygienic and tidy work environment at all times.
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times.
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required.
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:

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- Human Services Quality Standards
- NDIS Practice Standards
- Qld Human Rights Act
- CTC Staff Code of Conduct
- NDIS Code of Conduct
- CTC Code of Conduct for Working with Children and Young People

Performance Support and Reviews
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- Engage in monthly support and supervision with Service Manager
- Engage in external supervision as required
- Performance will be reviewed within an initial 6 month probation period and then on an annual basis according to the details of this and any revised position descriptions

Confirmation of Understanding and Agreement with the Position Description
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I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role

Staff Member Name: _____

Staff Member Signature: _____

Date: __/__/__