

POSITION DESCRIPTION

Team Manager – Family and Child Connect

SERVICE STREAM	Family Services
LOCATION	Choose from list
CLASSIFICATION	Level 7 - Mercy Family Services Enterprise Agreement.
REPORTING RELATIONSHIP/S	Choose from list

OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

The role will provide senior leadership in the development and implementation of high quality service delivery, networking and regional engagement of the local service system, and ensure quality practice and strategic relationships with government and NGO services.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision and Values	<ul style="list-style-type: none"> • Execute the duties and functions of the role within the mission and values of Mercy Community Services. • Participate in mission formation programs and activities as required. • The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly. • Practice the Sanctuary® Model, in line with MCS values.
2. Service Delivery	<ul style="list-style-type: none"> • Using the applicable Model of Practice, service guidelines/frameworks, assist clients in achieving their goals as identified in relevant planning documentation developed in line with organisational procedures. • Work collaboratively with your line manager to identify client needs and deliver appropriate services within available resources, continually assessing effectiveness and responding to changing needs and dynamics. • Build and maintain trusting and meaningful working relationships with clients and relevant stakeholders. • Support and provide opportunities for life and personal skill development for clients by role modelling expected behaviours. • Ensure that the program areas operate in accordance with Mercy Community Services' and co-agency policy, procedures and values, service schedules, accreditation requirements and other relevant protocols in close consultation with the line manager. • Oversee the integrated Practice Framework & Assessment Tools and case decision-making process. Ensure these processes are informed by the relevant MCS Models of Practice and other best practice strategies and

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	<p>evidence-based approaches.</p> <ul style="list-style-type: none"> • Oversee the effective management of critical and non-critical incidents in line with organisation and legislative requirements, and in consultation with the Program Manager. • Provide direct assistance to employees in the management of their relationships and therapeutic engagements with all stakeholders. • Identify and act on areas of possible development opportunities to ensure excellence and continuous improvement in program service provision in an ever-changing practice environment. • Proactively establish and maintain a professional and effective working relationship with the Department of Communities, Child Safety and Disability Services, mandatory reporters and other key stakeholders to ensure the excellent reputation of MCS programs in the broader community. • Actively facilitate ongoing feedback from clients, funding bodies and other relevant stakeholders in order to engage in continuous improvement practices to ensure continued high quality services. • Active consideration and management of relationships with partner agencies, including those providing external and specialist supervision, to ensure they participate in decision-making at all relevant points in accordance with Memoranda of Understanding. • Maintain and demonstrate accountability for resources within the programs, including staffing, physical assets and monetary resources, in line with MCS delegations of authority. • Prepare reporting against service schedule agreements or any other reports required and submit these reports to the manager in required timeframes. • Attend meetings with funding bodies in conjunction with senior management and other stakeholders, as required. • Prioritise and manage tasks to ensure all client and program needs are met. • Contribute to a positive and effective team culture that is responsive to cultural diversity and equity. • Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds. • Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships. • Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.
3. Leadership	<ul style="list-style-type: none"> • Provide effective leadership and program management to ensure high quality service delivery, as per the specifications, requirements and performance indicators defined within the service agreement, relevant models of practice and any other relevant program and / or organisational governance documentation in order to effectively respond to client need. • Lead, mentor, support and supervise staff and role model Mercy Community Services values and frameworks. • Perform day-to-day and formal evidenced-based supervision for direct reports and oversee this process for all indirect reports, in line with organisational procedures. • Ensure attendance and completion of required training for direct reports and

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	<p>oversee this process for all indirect reports, as required by organisational procedures.</p> <ul style="list-style-type: none"> • Facilitate the professional development and performance appraisal of direct reports and oversee this process for all indirect reports, in line with organisational procedures. • Participate in the recruitment and selection processes for all program vacancies in line with organisational procedures. • Ensure employees obtain and/or maintain all required personal history checks and an unrestricted Queensland Driver Licences, in line with organisational and legislative requirements. • Facilitate effective induction processes, including probation review process and training for all direct reports and oversee this process for all indirect reports, in line with organisational procedures. • Conduct regular staff meetings in line with MCS requirements. • Participate in conducting counselling and discipline processes in consultation with the Senior Program Manager and Human Resources.
4. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> • Comply with all Mercy Community Services policy and procedures. • Perform duties in accordance with organisational requirements. • Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the Child Protection Act. • Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements. • Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. • Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
5. Work Health & Safety	<ul style="list-style-type: none"> • While at work, you must; <ul style="list-style-type: none"> ○ Take reasonable care for your own health and safety; and ○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and ○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and ○ Co-operate with any reasonable policy or procedure of the PCBU relating

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	<p>to health or safety at the workplace that has been notified to you; and</p> <ul style="list-style-type: none"> • Whilst conducting work activities you must; <ul style="list-style-type: none"> ○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and ○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and ○ Attend safety meetings and inductions or training and participate in the safety program, ○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
6. Other Duties	<ul style="list-style-type: none"> • Regular travel across service catchment. • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines. • Other duties as directed.

POSITION REQUIREMENTS

Required to have

- Tertiary degree or above in Social Work, Behavioural Sciences, Psychology or related discipline.
- Extensive experience in conducting safety and risk assessments, family support and intervention services; focusing on neglect and domestic violence.
- Sound understanding and knowledge of the Queensland child protection system.
- An understanding of Aboriginal and Torres Strait Islander peoples, cultures and societies and the issues which impact upon them in contemporary society together with a commitment to culturally competent engagement and practice.
- Demonstrated ability to build an effective team with a culture of high performance.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver's License.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.
- Evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MCS procedure.

Beneficial to have

- Experience in collaborative program arrangements with the Department, other service providers, and key stakeholders.

KEY SELECTION CRITERIA

1.	A well-developed professional therapeutic framework for working with children and young people, their families, extended families, community and other key stakeholders.
2.	Demonstrated knowledge of normal child development trajectories and the impact of child abuse and neglect, including sexual abuse, to children's functioning; including effective family intervention methods.
3.	Demonstrated ability to work in authentic partnership with other professionals and organisations; including dialogue, negotiation and conflict management skills in critical decision-making processes.
4.	Demonstrated experience in the professional supervision of team members involving critical reflection, to enhance both their practice skills and professional knowledge-base.
5.	Demonstrated ability to produce written case notes and reports that are clear and structured and

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	evidence sound theoretical understandings, within a structured management and accountability framework, with strict confidentiality considerations.
6.	Demonstrated time management skills, with ability to balance and prioritise various client engagement, staff management and administrative and reporting requirements.
7.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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