

POSITION DESCRIPTION

Care Team Leader – Residential Care and Transition Services

SERVICE STREAM	Family Services
LOCATION	Choose from list
CLASSIFICATION	Level 6 - 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

This role is responsible for leading and supporting the care planning to ensure high quality out-of-home care and support for children, young people and their families and where possible, to bring about therapeutic change as informed by the MCS Model of Practice which is needs-based, trauma sensitive and relationship/attachment focussed in order to assist them to reach their full potential.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision & 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. • Engage and assess referrals for service in a timely manner, ensure service access is fair and equitable in line with organisational procedures. • Work collaboratively with Department of Communities (Child Safety Services), and other key stakeholders to develop, implement and regularly review a range of assessments; creative and targeted therapeutic intervention and support plans which respond to the specific needs of children and young people identified in the assessment and planning process; including family

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	<p>engagement and facilitation of family involvement, where appropriate in line with MCS policies and procedures.</p> <ul style="list-style-type: none"> • Provide effective support, coaching and mentoring for the direct Care Team in the implementation of planned care strategies and intervention; continually assessing effectiveness and responding to changing needs and dynamics. • Advocate for the acquisition of additional resources including the facilitation of referrals to other providers where the need is beyond the professional scope and capacity of the program, in consultation with the Senior Program Manager, Practice Development Manager and Department of Communities (Child Safety Services). • Oversee the effective management of critical and non-critical incidents in line with organisation and legislative requirements. • Assist with the accurate collation of data and provide reports in a timely and professional manner in accordance with organisational requirements. • Actively seek feedback from clients, funding bodies and other relevant stakeholders using a variety of means, including surveys. • Assist the Senior Program Manager to respond to, and effectively resolve, client/stakeholder grievances promptly in line with organisational requirements. • 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 oversee this process for all indirect reports, as required by organisational procedures. • 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

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	<p>and an unrestricted Queensland Driver Licences, in line with organisational and legislative requirements.</p> <ul style="list-style-type: none"> • 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 to health or safety at the workplace that has been notified to you; and • 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,

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	<ul style="list-style-type: none"> ○ 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"> ● Provide rostered after hours on-call support, in line with organisational procedures. ● 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

Level 7

- Minimum 3 years relevant experience/skills providing high-level care planning and intervention services for young people in and out of home-care settings including residential care.

Both Classifications

- A tertiary degree in Social Work, Psychology or other related discipline.
- Previous leadership experience within a social welfare context including team supervision and conflict resolution.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Senior First Aid Certificate.
- 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.

Beneficial to have

- A tertiary degree in Social Work, Psychology or other related discipline.
- 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 appropriate engagement and practice.

KEY SELECTION CRITERIA

1.	Demonstrated high level skills in developing and implementing effective assessment, creative and targeted intervention and care strategies for children and young people affected by trauma and disrupted attachment.
2.	An understanding of and demonstrated ability to implement effective and structured supervision, vicarious trauma prevention and management strategies and self-care methodologies in the child protection industry.
3.	A demonstrated ability to coach, mentor and transfer sound knowledge and principles of therapeutic care from planning into daily care delivery practice with staff at all levels.
4.	An excellent understanding of statutory child protection processes including a sound knowledge of, and sensitivity to, the range of behavioural presentations likely to be encountered in children and young people who have experienced significant trauma both within their families and through extensive engagement with the child protection system, including cross-cultural awareness.
5.	Demonstrated ability to develop and maintain effective relationships with service users, their families, statutory case managers and other key stakeholders involved in care delivery.
6.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

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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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