

Position Description

Position Title	Team Leader Family Support Services Victoria
Directorate	Child and Family Services
Reports to	Manager Child and Family Services
Date of Job Description	10/11/2023
Conditions	Conditions of employment are documented in the Mallee Family Care Enterprise Agreement 2012
Employment Status	Full-Time Ongoing, Subject to Funding
Salary	This position is classified as Band 7 – Team Leader, with a salary range of \$97,124- \$118,172, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a full-time position. Work outside normal office hours may be required.

Position Objectives

The Team Leader Family Support Services is responsible for providing leadership, support and mentoring to relevant program team members to ensure goals and objectives of the relevant Mallee Family Care programs and services are accomplished. The overall team will have multidisciplinary skills and experience in each field of work required to deliver on each program's deliverables. This role will drive the team to deliver impactful service/s, and ensure they are equipped, engaged, clear on and accountable for their program objectives.

This position will be responsible for the monitoring and oversight of the following programs which include:

- Children with Complex Disability Support Needs program (CCDSN)
- Family Services Specialist Disability Practitioner program (FSSDP)
- Family Preservation and Reunification Community Connector program
- Department of Education - Mallee Navigator program (Swan Hill)
- Safe Care program

Key Responsibilities & Duties	Performance Expectations
Leadership and Management.	<p>Lead and supervise a team of staff across Children with Complex Disability Support Needs, Specialist Disability Practitioner, FPR Response Community Connector, Mallee Navigator and Safe Care programs.</p> <p>Contribute to the ongoing development of a dynamic, creative, and cohesive team.</p> <p>Maintain open communication with the Executive General Manager and Managers of Family Services about relevant information.</p> <p>Use supervision, professional development, and Mallee Family Care's performance accountability/review processes to enhance outcomes for children and young people.</p>
Reporting and Compliance.	<p>Experience of preparing comprehensive operational reports.</p> <p>Ensure that all service agreement KPI's and reporting requirements are met within timeframes.</p> <p>Use of knowledge and experience to co-ordinate the implementation of systems to plan projects and monitor own performance.</p> <p>Ensure all incident and mandatory reporting requirements are completed in line with policies.</p> <p>Initiate quality activities within your department to demonstrate a genuine commitment to continuous improvement across Mallee Family Care.</p>
Direct Service Provision.	<p>Provide oversight of the case management, support, information, advice, referral, advocacy, and group work activities to children, families, and carers.</p> <p>Ensure caseworkers are working within relevant CFS program requirements, statutory case management requirements and frameworks.</p> <p>Ensure all case documentation and data recording is compliant with funding and program requirements.</p> <p>Respond to crisis situations and work flexibly to support the needs of children in care and the stability of foster care placements.</p> <p>Lead the development and continuous improvement of practice and operational processes for relevant CFS programs.</p>

Communication.	<p>Undertake duties in a coordinated and integrated manner utilising the resources and expertise offered by colleagues and other professionals working within Mallee Family Care.</p> <p>Conduct self in a cooperative, friendly manner.</p> <p>Motivate others by serving as a role model and demonstrate a strong commitment to the organisation by accepting and sharing identified responsibilities and duties.</p> <p>Seek constructive feedback from service users, colleagues, and other professionals.</p> <p>Ensure appropriate liaison and consultation with your direct line Manager and other Team Leaders with respect to case work, service delivery, program development, evaluation, compliance requirements and other issues as required.</p>
Team and Program Development.	<p>Arrange and ensure regular attendance by team members at team meetings, program meetings, planning days and other designated team actives.</p> <p>Actively lead and contribute to the development of an effective, cohesive, and supportive team.</p> <p>In consultation with Manager Child and Family Services, arrange and participate in the regular review of programs and processes to ensure the efficient and effective operation of services.</p> <p>Actively participate in client satisfaction and program evaluation initiatives.</p> <p>Identify and participate in regular training and development opportunities for team and for self, designed to optimise both individual and team learning and enhance the continuous improvement of programs and services.</p>
Continuous Improvement.	<p>Support the culture of performance improvement and evaluation and demonstrate acceptance of change.</p> <p>Support and assist in the implementation of quality improvement initiatives and activities.</p> <p>Update and take responsibility for professional knowledge and skills and apply this to the development of self, team members, program and service delivery within your area of responsibility.</p> <p>Participate in the development of policies and procedures ensuring that they are appropriate</p>

	to the client, the community and broader organisational policies and objectives.
Accountability.	<p>Achievement of funding and service agreement requirements and measurable satisfactory performance as a member of the service unit.</p> <p>Undertake activities in accordance with relevant legislation, Program philosophy, policies, and guidelines.</p> <p>Align activities undertaken with the achievement of service aims and objectives and demonstrate that individual effort is important.</p> <p>Complete all relevant operational reporting requirements associated with service delivery in a timely manner.</p> <p>Ensure confidentiality and respect for children and families.</p> <p>Report and manage all critical incidents in accordance with the DFFH Critical Incident Management system (CIMS) guide.</p> <p>In addition, investigate critical incidents that meet the relevant thresholds as outlined in CIMS.</p> <p>Have a clear understanding of confidentiality and privacy issues pertinent to service users and the agency.</p> <p>Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own and other's wellbeing in the workplace.</p>
Work Health and Safety.	<p>Participate in WHS consultation and training as required.</p> <p>Actively promote safe work practices in the workplace.</p> <p>Adhere to MFC WHS policies and procedures.</p> <p>Report to the Executive General Manager of Child and Family Services and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports.</p>
Other Organisational Requirements.	<p>Contribute to the promotion of the agency by networking with interagency partners and key stakeholders.</p> <p>Work as an active member of the wider Mallee Family Care team assisting in other appropriate tasks as required, or as directed from time to time by the Manager Child and Family Services, Executive General Manager Child and Family Services, and Executive. Ensure that your</p>

	<p>behaviour and practices support and reflect the Mallee Family Care values and promote the agency's objectives.</p> <p>Ensure the effective maintenance and repair of all property, vehicles and equipment to appropriate standards that reflect the clients' needs and safety of all stakeholders.</p> <p>Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Mallee Family Care.</p>
On-call roster	Participate in the agency's On-call roster as required.
To participate in supervision	As per Mallee Family Care Supervision Policy.
To be compliant with e3Learning courses	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- A person employed at this level will be expected to display a demonstrated ability to provide leadership and direction to other staff members within the program/service.
- The employee will be required to hold an accredited qualification at Degree Level or above in Social Work and at least 5 years' experience in a senior or leadership role.
- Have a passion and commitment for supporting children and families across the child and family support/child protection continuum.
- A current driver's licence, a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their application addressing the following selection criteria:

- Ability to lead and manage a team.
- Demonstrated ability to train, coach and support to others.
- Understanding of Victorian Child Safe Standards and the Charter of Rights.
- Experience and knowledge of the Orange Door and Child Protection systems, including knowledge of current Child Protection and other relevant legislation.
- Demonstrated understanding of working with and acceptance by culturally diverse groups, particularly Aboriginal people.
- Demonstrated awareness and commitment to working within the Best Interest Principles outlined in the Children, Youth and Families Act 2005, including demonstrated resilience to work with and support clients who have been exposed to trauma, violence, or neglect.
- Demonstrated ability to work collaboratively with a diverse range of stakeholders to reach the best outcomes for children, young people, and families.
- Demonstrated computer skills in Microsoft Office packages and other statistical databases.
- Excellent written, oral, and verbal communication, time management and organisational skills.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community-based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of Northwest Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Child and Family Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this, we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six-month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leaves and practical assistance available for approved courses after one years of employment
- Confidential, responsive counselling available for time when personal and work-related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment

Applications addressing the Key Selection Criteria outlined in this position description should be addressed to:

Attention:	Maree Fullgrave
Mailed to	PO Box 1870, Mildura 3502
Hand delivered to	122 Ninth Street Mildura 3500
Emailed to	mfullgrave@malleefamilycare.com.au

Closing date for applications: