

**POSITION DESCRIPTION: TEAM LEADER - FAMILY RELATIONSHIP CENTRE (FRC)**

<b>Position Description</b>	<p>The position of Team Leader FRC forms part of the senior team in the Centre, a key advisor to the Centre Manager in their practice area and holds significant autonomy and decision making capacity. The primary function of the role is to provide supervision and leadership in the program area, as well as providing direct service where required. The position holder is the first point of contact for FRC team members.</p> <p>The role requires well developed practice and clinical supervisory skills, as well as flexibility, initiative, coordination and organisational skills. Team Leaders have both Program and cross Centre responsibilities managing the organisational interface with clients and external customers and ensuring the provision of quality services through support, supervision and facilitating team functioning and performance.</p>	
<b>Reports to:</b>	Centre Manager	
<b>Position Liaises with:</b>	<p><b>Internally:</b> FRDPs and Family Advisors and other centre staff, Practice Leaders &amp; Practice Specialists, General Managers, EGM's, Partnerships and New Business, and other staff</p> <p><b>Externally:</b> Commonwealth/State Government Departments, auditors and other stakeholders</p>	
<b>Location:</b>	Various	
<b>Strategic Goals</b>	<b>Areas of responsibilities</b>	<b>Key Measures</b>
<b>Client Focus</b>	<p>1. Responsible for effective service delivery from the team and provision of client services in the FRC</p>	<p>1.1 Actively promotes a strong and professional service culture that is responsive to the needs of clients:</p> <p>1.1.1 Delivers a client centred, integrated service of a high standard as approved by PQI</p> <p>1.1.2 Facilitates team relations within the FRC Program and Centre</p> <p>1.2 Ensures the provision of quality services to clients and customers via staff clinical supervision and program facilitation</p> <p>1.2.1 Provides effective case consultation and clinical supervision</p> <p>1.2.2 ensures a knowledge base of community resources, including referrals and other services in the health, legal and community sectors</p> <p>1.2.3 Maintains a client case load to assist with Centre needs/priorities having prioritised Supervision responsibilities</p> <p>1.2.4 Liaises with Centre Manager and Team Leader Centre Support to ensure accurate input of program data by FRC staff</p> <p>1.2.5 Ensure all clients are screened for suitability for access to the service and ongoing safety</p>

	2. Responsible for the effective and efficient management of the Program	<p>1.3 In partnership with the Centre Manager, ensures the effective and efficient performance of services within the position authority:</p> <p>1.3.1 Monitors intake and screening procedures, case allocation and customer service within the program and one or more Centres</p> <p>1.3.2 Manages waitlists</p> <p>1.3.3 Manages and/or responds to relevant client complaints as required</p> <p>1.3.4 Ensures triage of complex cases when escalated from administration/intake staff</p> <p>1.3.5 Manages requests for client files and management of Court ordered referrals &amp; subpoenas</p> <p>1.3.6 Contributes to the effective implementation of customer feedback</p> <p>1.3.7 Contributes to service promotion and referral pathways in the FRC program and Centre</p> <p>2.1 Liaises closely with and seeks guidance from Practice Quality and Innovation (PQI) to ensure the FRC meets service delivery models, standards, quality, performance and legal compliance</p> <p>2.2 Contributes to the implementation and evaluation of strategic, business and project plans within the Program</p> <p>2.3 Ensures the FRC remains relevant to, and well connected, with other services within and outside the organisation.</p> <p>2.3.1 Reports on practice standards, methods of service delivery and other portfolio responsibilities</p> <p>2.3.2 Implements Program/Centre revisions and updated materials</p> <p>2.3.3 Monitors the allocation of resources to provide adequate and timely service delivery with staff effectively supported in their work</p> <p>2.4 Assists the Centre Manager in enabling change to develop and improve practice</p> <p>2.5 Ensures the work of the organisation is well promoted in the Centre and supports cross sector collaboration and maximum uptake and delivery</p> <p>2.6 Provides agreed consultation services and support to other staff and organisations as required</p>
People	1. Assists in the development and support of practitioners	<p>1.1 Helps foster an organisational culture that attracts, rewards and retains high calibre staff:</p> <p>1.1.1 Supervises the work of practitioners, oversees performance, and contributes to staff performance reviews.</p>

	2. Accepts personal responsibility for overseeing and maintaining safe work practices	<p>1.1.2 Provides advice to the Centre Manager on staff development needs, client issues and escalations</p> <p>1.1.3 Ensures team workloads are managed and staff have access to professional development opportunities</p> <p>1.1.4 Works closely with the Centre Manager to monitor performance and ensure budgets, targets and KPI's are provided to and reviewed with staff if required</p> <p>1.1.5 Contributes to the development of a positive culture where staff are valued, well supported and motivated at work</p> <p>1.1.6 Identifies performance issues and works closely with the Manager to address and resolve issues including participation in practitioner disciplinary matters if requested.</p> <p>1.1.7 Recognises opportunities for reward and recognition</p> <p>1.1.8 Provides appropriate conflict resolution and clear communication especially around organisational changes</p> <p>1.1.9 Contributes to staff development, which may include training and/ or coaching as required</p> <p>2.1 Demonstrates integrity, respect and professionalism at all times – and demonstrably lives the RANSW values.</p> <p>2.2 Demonstrates safe work practices including identification and reporting of hazards/workplace incidents as they occur.</p> <p>2.3 Monitors and promotes WHS awareness and reporting as well as personal responsibility.</p> <p>2.4 Ensures that the Centre Manager and General Manager are well and fully informed on all aspects of the operations, including any risks to the organisation.</p>
<b>Sustainability</b>	<p>1. Along with key stakeholders develop and review the Customer Services Operational Plan</p> <p>2. Accountable for Centre budgets which contribute to the Customer Services Annual Budget</p> <p>3. Ensures Regulatory Compliance</p>	<p>1.1 In consultation with the Centre Manager aligns Centre objectives with the Customer Services Business Plan, and organisational Strategic Goals.</p> <p>1.2 Keeps client, supervision and program records in compliance with relevant funding agreements and legislation.</p> <p>2.1 Works with the Centre Manager to contribute to annual budgets and works within budget to ensure effective service delivery.</p> <p>2.2 Contributes to tenders and submissions when required.</p> <p>3.1 Gains and maintains current Working with Children Check, National Criminal History Checks and any other requirements where appropriate.</p>

		3.2 Demonstrates knowledge of and adheres to current RANSW policies and procedures.
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## KEY COMPETENCIES

- **Inspiring others** – creates a climate in which people are driven to do their best. Motivates and empowers others in the workplace, acknowledges the contribution of all staff to the achievement of the strategy
- **Interpersonal and Communication Skills** –Timely resolution of enquiries or work requests; demonstrates initiative, adaptability in difficult situations and a high level of effective verbal and written skills in dealing with people at all levels
- **Knowledge** – The ability to Supervise staff and apply knowledge and common sense to a variety of situations using pragmatic can do attitude; is able to assess the facts, identify opportunities, assess the risks and make recommendations in relation to the improvement of programs and services; ability to work to strict deadlines and adapt to changing conditions.
- **Teamwork** – works collaboratively with Centre Manager, Practice Quality and Innovation, GM Customer Relationships and GM Customer Experience to accomplish program and centre goals and reinforce the vision; respects the needs and contributions of others and is a leader in reinforcing a team approach.
- **Self-Motivated** - Self-starter with excellent organisational and time management skills; ability to self-motivate and multi-task and work independently; Aptitude to think on your feet and produce practical answers; Proactive, shows initiative & leads by example, ensuring staff are accountable.
- **Business Acumen** – Knowledgeable in current practices, trends, technology and information affecting the sector and organisation. Experience in business information analysis and interpretation

## SELECTION CRITERIA

### Essential Requirements

- An accredited FDRP with demonstrated competency in FDR in a post separation context
- Relevant Tertiary Qualifications in the human services area (e.g. social work, psychology), Law or other relevant qualifications
- Qualification or demonstrated competencies in supervision, family dispute resolution and property mediation
- Five years' experience full time in post separation work as an FDRP, mediator, family advisor or couple and family therapist or 2500 hours of supervised clinical practice.
- Demonstrated skills, experience and training as a clinical supervisor.
- Demonstrated competence and understanding of working within a trauma informed framework
- Demonstrated competency in use of technology (including Microsoft office programs)
- Demonstrated experience in delivering quality customer service to internal/external customers
- Excellent communication skills- written and verbal
- National Criminal History Check clearance and NSW Working with Children Check Clearance
- Please note a Current Drivers Licence may be essential depending on Centre requirements

### Desirable Requirements

- Qualifications or demonstrated competencies in working with families and children
- Experience in delivering training to professional groups