



Team Leader

Reports to: Area Manager
Unit/Centre/Program: Brighter Futures
Date: April 2014

Primary Objective

To lead a team of Early Intervention Case Workers through the implementation of an integrated model of case management practice and service delivery to Brighter Futures families. To ensure the development of the Brighter Futures program in line with SDN's mission, vision, values and strategic goals.

Selection Criteria

Knowledge, Skills and Experience

- University qualifications in social work, psychology, social science or equivalent.
- A Working with Children Check clearance number (or willingness to obtain)
- Experience of working within a community services and / or child and family social work environment at an operational management or a senior practitioner level.
- Demonstrated ability in the provision of effective child and family centred early intervention case management guidance and supervision to caseworkers with an ability to coach, train and lead others using strengths based approaches.
- Demonstrated commitment to child focused practice, well developed understanding of Child Protection practices, a sound understanding of legislation and an ability to effectively assess, prioritise and manage risks to child wellbeing.
- Experience working with vulnerable and complex children and families in an early intervention context, including those from different cultural backgrounds.
- Demonstrated commitment to integrated, collaborative and inclusive practice and decision-making as part of multi –disciplinary teams around the child/family.
- Demonstrated ability to develop and maintain positive working relationships with a range of key stakeholders, including government agencies and community based organisations.
- Excellent oral and written communication skills
- Driver's licence and own transport

Personal Qualities

- Demonstrated commitment and willingness to support SDN's values and philosophy.
- Demonstrated ability to work within the ethical framework as set out by the Australian Association of Social Workers (AASW).
- Well-developed leadership skills and an ability to lead a team of professionals in a challenging and changing environment.

- Initiative and capacity to work with minimal supervision.
- Well organised with excellent time management skills, an ability to meet deadlines with a focus on achieving outcomes.
- Supportive, tactful and empathetic nature with the ability to make clear judgements that promotes the rights, interests and wellbeing of children.
- A commitment to ongoing learning including developing leadership and management expertise.

Key Accountabilities

Service Delivery

- To ensure that a safe and reliable service is provided to children and their families that is responsive to their assessed needs and ensures the safety and welfare of the child.
- Manage a team of Early Intervention Case Workers (EIWs) to ensure the delivery of the Brighter Futures program, in compliance with relevant legislation and regulations, program and practice guidelines and SDN policies and procedures.
- Ensure that program targets are met as directed by the Area Manager, including the implementation of plans to meet child care needs and parenting programs.
- Provide support and guidance to EIWs in the development of best practice in integrated early intervention casework.
- Oversee referral and assessment processes, including the allocation of cases to EIWs and the ongoing monitoring of caseloads.
- Support and guide EIWs with engagement of families to ensure participation in the Program.
- Ensure the implementation of the case management cycle, including regular reviews with relevant stakeholders and exit planning, to identify and implement appropriate strategies to enable families to continue accessing support services once exited from the program.
- Support EIWs in their application and understanding of Child Protection legislation to ensure compliance with relevant policies and procedures.
- Work in collaboration with staff across SDN, community agencies and Community Services as directed by the Area Manager and SDN Policy.
- Develop partnerships with key community stakeholders (ie. Health, Early Childhood sector, and welfare services) to ensure the delivery of an integrated level of service delivery.
- To carry out regular case file audits and undertake reviews of case files and other quality assurance tasks as directed by the Area Manager.
- Support and guide EIWs in court processes and legal proceedings, including preparation of subpoenaed files for court, ombudsman cases, and critical incidences as required.
- Prepare service delivery reports and input in to other documentation and data bases as directed by the Area Manager.

Financial Management

- To ensure that program expenditure is maintained within budget and to provide comments on any variances to the Area Manager on a monthly basis.
- To provide approval on brokerage requests for Brighter Futures families from EIWs.
- To liaise with the Programs Coordinator regarding relevant financial administrative tasks.

People Management

- Provide regular supervision to EIWs regarding the delivery of the Brighter Futures program. To liaise with approved clinical supervisors in accordance to the directions of the Area Manager and per SDN policy.
- Develop a culture of inquiry, learning and community through collaborative leadership that is reflective of SDN vision and values and achieves the outcomes of the service.
- Provide effective mentoring and coaching to staff, implementing regular performance review processes for all staff including the Individual Contribution Plan (“ICP”)
- Develop and support succession planning and professional learning opportunities for all staff.
- Foster a culture of professionalism in maintaining good working relationships across a multidisciplinary team.
- Recruitment, selection and induction of key staff.

Relationship and Self-Management

- Contribute to the effective operation of the workplace by supporting colleagues through clear communication, sharing of information, participating as a team player and worker cooperatively with others.
- Establish and maintain positive working relationships with colleagues that are fair, professional, supportive and respectful.
- Reflect on and seek to develop own work performance
- Perform other duties as requested by your manager that fall within the scope of the role.

Work, Health and Safety

- Responsible for personal health and safety
- Complies with SDN requirements in relation to WHS & Injury Management activities and responsibilities
- Identifies and reports WHS problems, where evident, in processes or systems
- Reports accident/incident information promptly to RTW/WHS Coordinator.
- Coordination of staff training and dissemination of information with regards to WHS & Injury Management practices, policies and procedures.
- Responsible for risk management and reporting systems informed by legislation and SDN’s policies and procedures.