

POSITION DESCRIPTION

Position	Team Leader -Family Services
Reports to	Senior Program Manager
Direct Reports	6
Status	Ongoing

OUR VISION

Aboriginal self-determination - Live, Experience and Be

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities

PROGRAM AREA

Family Services provides a continuum of services to families from early support to reunification. The service delivery practice model is characterised by on-going professional development inclusive of Cultural and Common Elements and coaching; work towards the establishment of an Aboriginal evidence base utilising a range of tools to measure outcomes; increased collaboration with Child Protection facilitated by a CP Navigator role; case mix and step up/step down to increase flexibility and responsivity to the needs of families towards improved outcomes; a focus on positive parenting and family interaction to promote children's development and, an emphasis on cultural safety and the connection of families to Culture, Kin, Country and Community.

We provide a positive, culturally safe workplace environment supported by family friendly and culturally sensitive workforce policies, including professional development, continuing education and staff wellbeing.

POSITION SUMMARY

The Team leader forms part of a multidisciplinary team of highly qualified and experienced staff from a range of professional backgrounds. The principle role of the Team leader is to oversee the day to day management of Family Services and to guide, coach, supervise and support case managers in the delivery of the services. The Team Leader will facilitate case managers to empower families to share their story their way through the implementation of culturally appropriate and trauma informed engagement, information gathering and planning processes. Team leaders ensure that case managers actively involve families in decision making at each phase towards self-determination and ensure that Case Managers provide casework, group work and service coordination facilitating access families to

programs, services and activities which connect, protect and heal.

It is expected that the Team leader has a good understanding of the practice and measurement tools, manuals, forms and checklists relevant to the effective operation of Family Services. The Team leader will also have a key role in ensuring case managers are familiar with and adhere to relevant VACCA policies. In addition, the Team leader has a key role in providing culturally safe support, guidance and mentoring to case managers.

The role entails some after hours and weekend work as required.

Note:

1. Service delivery will comply with DFFH Covid-19 restrictions and will be delivered safely in line with VACCA's Covid-19 safe service delivery approach which includes reduced or limited in home support and phone and video conferencing options.
2. All staff employed will be required to participate in learning and development to understand and apply evidence informed practice approaches including Cultural Elements and Common Elements.

KEY RELATIONSHIPS

Internal: All client support services including Lakidjeka Aboriginal Specialist Support and Advice Service (ACSASS), Aboriginal Children's Healing Team, Family Services, Family Violence therapeutic supports (counselling and groups), Playgroups, ALFDM, Emergency Relief, etc.

External: Aboriginal families and community, Child Protection and Child Protection Navigator, Aboriginal organisations, Community Service organisations, health and housing services, child care, kinder, primary and secondary schools, family violence services, counselling services, emergency relief services, Orange Door (Hub), other community service agencies, etc

KEY SELECTION CRITERIA

- Demonstrated commitment and understanding for the values that underpin VACCA's vision and purpose.
- Significant work experience in a relevant field which supports an understanding of child development and family functioning including theories of attachment, intergenerational and personal trauma as well as relevant risk assessment frameworks, service responses and interventions in working with vulnerable families.
- A proven ability to develop, manage and lead a team in quality casework practice, with a demonstrated capacity to:
 - work successfully with Aboriginal children, young people and their families
 - assess and manage risk for highly vulnerable children and families
 - develop innovative strategies and make decisions in the best interest of the child
 - effectively manage conflict

- engage and negotiate with key stakeholders
 - assess staff competencies and needs and provide critically reflective supervision and coaching
 - critically review service data and outcomes
 - consistently meet programs objectives and service targets.
- Highly developed organizational abilities, interpersonal and communication skills including the capacity to negotiate and work effectively with a range of individuals and agencies so that program objectives are achieved.

QUALIFICATION

- The successful applicant will be required to hold a tertiary qualification in social work, youth work, psychology or a related discipline and have at least three years' experience in the child and family services system.
- Experience working with children involved in the child protection system.
- A demonstrated ability to manage, supervise and support staff in relation to organisational change.
- Work experience in a relevant field that supports an understanding of child development

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.
- COVID 19 vaccination program

POSITION ACCOUNTABILITIES

CONNECT

- Facilitate the implementation of and embed the Information Gathering Tool engagement process, Footsteps to Our Future and Child and Family Summaries, ensure families are actively involved in decision making at each phase
- Provide leadership, case direction, coaching and supervision to case managers to ensure the needs of children and their families are being met in accordance with outcomes from the Information Gathering Tool engagement process, Footsteps to Our Future and Child and Family
- Lead the implementation of the Family Services Program Cultural Therapeutic Ways Plan Priorities
- Lead the implementation of the Family Services Expansion and Reform process and proposed regional model
- Participate in training to support team members to understand and apply evidence informed practice approaches including Aboriginal Practice Modules and Common Elements, data collection and program evaluation requirements.
- Promote an integrated service system through the development and management of strong relationships with key universal, secondary and tertiary child and family services, including local, state and federal government departments, Aboriginal Community Controlled Organisations, community health services and community service organisations. Work in close

collaboration with child protection in the development a positive partnership to effectively respond to the safety and wellbeing of families

- Coordinate the implementation of feedback processes, analysis and reporting, ensure that the families voice is consistently heard in the delivery of services
- Lead the implementation of program measurement tools and provide input into internal and external evaluation processes as appropriate
- Maintain a strong working knowledge theoretical, legislative and policy developments including the Aboriginal and Torres Strait Islander Placement principle, the Best Interests of the Child

PROTECT

- Support the provision of information to families and capacity to exercise their rights and agency
- Support team members and their work with parents' including strengths-based skills development and confidence in antenatal care, child development, parenting, routines, boundary setting, attachment, relationships, home safety, financial literacy, household management, problem solving and independent living.
- Coach/mentor team members to ensure that a range of methods such as coaching, role modelling, mentoring, observation, feedback and self-reflection techniques are applied to facilitate skills development.
- Ensure the ongoing assessment of safety, identifying potential for harm and protective factors, and where appropriate support the implementation of safety/wellbeing strategies
- Where required facilitate consultation with Lakidjeka and/or child protection and the report of any concerns that may place children's safety at risk.
- Work in conjunction with the program manager to plan and implement the program whilst ensuring services are provided in accordance with the departmental standards, program requirements practice guides and programs frameworks.
- Participate in the On-call service roster.

HEAL

- Provide input into the development of group programs in response to the needs of families.
- Provide opportunities in supervision and practice reflection to celebrate family and team achievements, share stories of hope and resilience
- Implement a range of recruitment and retention strategies to increase the percentage of Aboriginal and/or Torres Strait Islander staff and managers employed
- Ensure Aboriginal team members have opportunities to undertake activities to support retention including peer supervision, mentoring and cultural supervision and give voice to Aboriginal practice wisdom, cultural knowledge and Ways
- Ensure Aboriginal team members have opportunities to undertake leadership opportunities including acting up, secondment, training and mentoring to enhance supervision and practice reflection capability
- Ensure team members have opportunities to yarn and share cultural knowledge with an Aboriginal Team member and grow their cultural competency
- Ensure Team members have access to the range of self-care and wellbeing activities

- Ensure team members undertake a range of learning opportunities to grow their knowledge of trauma informed theory and capacity to build trust and facilitate trauma informed space
- Proactively respond to staff development needs identified

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events
- Undertake other duties as directed

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 2) level which requires mandated MARAM Family Violence Brief and Intermediate Risk Assessment training and responsibilities.