

Job Description:

Job Title:	Team Leader Family Services		
Job Type:	Full Time	Location:	Ovens Murray Wangaratta/Wodonga
Reports to:	Program Manager	Direct Reports:	Up to 6
1. Job Purpose:			
<p>The Team Leader position is responsible for the management and effective delivery of Family Services programs across the Ovens Murray area. The role will work closely with the Ovens Murray VACCA Senior Leadership in liaising with the DFFH to maintain positive relationships and ensure intake, referrals, case management and reporting responsibilities and any other compliance requirements are met.</p> <p>Including management of the family services specialist disability practitioner role, responsible to build both disability and National Disability Insurance Scheme (NDIS) expertise across the community-based family services system.</p> <p>The team leader role will manage up to six staff and oversee the daily operation of all Family Services programs. The position will:</p> <ul style="list-style-type: none"> - Manage the intake of new referrals into the program and oversee the day to day service delivery - Ensure client files and records are up to date and of a good quality standard and families and carers are supported appropriately - Ensure that programmatic targets are met, data is collated, and reports are of a high standard and submitted on time - Provide regular and formal supervision to staff and provide advice, direction and support to staff - Oversee the recruitment and retention of family support programs and projects to ensure programs are run effectively & successfully - Assist coordination and delivery of community education needs - Participate in management meetings, allocations meetings, care team meetings and professional meetings as required - Be responsible for maintaining and updating knowledge of staff in relation to practice tools, relevant legislation and program requirements and policies. - Ensure staff are familiar with and comply with VACCA policies in particular child safe, OHS, Critical Incidents and Unsafe Behaviours. 			
2. Position Accountabilities			
Leadership and support <ul style="list-style-type: none"> - To conduct ongoing risk assessments, identifying potential for harm and protective factors, and where appropriate, implement risk management strategies 			

- Daily management and supervision of case workers in the extended care program, including conducting annual performance appraisals and identifying training opportunities.
- To oversee ensure the day to day responsibilities for TCP/ case contracted clients occur.
- To ensure that all children have a therapeutic advisor and the support of a care team.
- Ensure awareness and compliance by self and staff to Client Services policies, including cyber safety, substance abuse in out-of-home care, responding to children and young people with trauma related behaviour, responding to problem sexual behaviour, restraint and critical incidents

Administration

- To review work plans, court reports and other relevant reporting requirements within the specified timeframes
- Ensure the case management, care giver, clients notes and all critical client information are captured electronically to ensure high standards of service delivery.
- Develop proposals to ensure that the TCP meets the individual needs of the clients

Relationship and Collaboration

- To develop co-operative working relationships with external agencies and providers to optimise client service delivery and referral

Program Monitoring and Development

- Participate in the continuous development of program guidelines and evaluations processes for the program to ensure high standards of service delivery of program.
- To monitor and ensure program targets are met.
- In partnership with the Program Manager and EM, to ensure client reviews, feedback and safety checks are undertaken annually.
- To assist in the implementation of programmatic changes
- Be involved and consulted in conjunction with the EM in the management of Quality of Care concerns for VACCA clients.
- To assist in the provision of advice and training to professional staff within and external to the Victorian Aboriginal Child Care Agency regarding child maltreatment, case management and other related topics.
- To be responsible for maintaining and updating knowledge in relation to relevant legislation, policies, processes and templates, both internally and externally of the organisation, and to ensure that staff are implementing these in their practice.

Data Collection

- To ensure that data is collated, recorded and monitored for the TCP as required by the Department of Health and Human Services.

Others

- To participate in supervision, staff appraisal and staff development to uphold VACCA's policies of professional development.

- To participate in the Ovens Murray Goulburn VACCA Managers meetings, and broader management meetings as required.
- When required, to be part of an on-call crisis service for emergencies in relation to placement of children out of working hours.
- 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

3. Key Selection Criteria

Knowledge & Skills

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and the capacity to take a leadership role in championing these internally and externally
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities
- Demonstrated experience and ability in the provision of a high standard of case management practice.
- Proven ability to articulate clear, assertive and persuasive messages when advocating on behalf of children and families.
- Demonstrated ability to mentor staff by providing them with relevant information, support, feedback about their work, and opportunities for professional development.
- Demonstrated capacity to work as part of a team as well as providing leadership to a team and capacity to allocate tasks.
- Demonstrated ability to work effectively with Aboriginal organizations, government departments and community service organizations.
- Demonstrated ability to prepare accurate documents including case notes and reports that meet audience needs
- Demonstrated ability to develop and communicates clear, culturally appropriate, respectful and consistent messages to staff, clients and community members.
- Demonstrates ability to model appropriate interpersonal skills, self-awareness, self-management, and community/ cultural awareness in communications, problem solving and conflict resolution
- A sound knowledge and understanding of issues, policies, legislation and practices in relation to child and family services
- Experience in working within a variety of frameworks and models; trauma informed practice, critical reflective practice, cultural imbedded frameworks, best interests of the child, child centered practice, case management principles and NDIS
- Experience and sound understanding of computer data bases

Competency Requirement

- **Time Management:** Prioritises work; delegates appropriately demonstrating an understanding of the competing demands of community aspirations, organisational, team, individual and stakeholder priorities, and ensures key requirements are met
- **Communication:** Develops and communicates clear, culturally appropriate, respectful and consistent messages to staff clients and community members

- **Written Communication:** Prepares accurate documents including, reports requested by the programs, case notes and case reports that meet audience needs
- **Problem Solving:** Implements organizational policies, procedures and systems to address incidents and problems and assists team members to develop culturally appropriate solutions
- **Interpersonal skills:** Models appropriate interpersonal skills, self-awareness, self-management, and community/ cultural awareness in communications, problem solving and conflict resolution
- **Risk Management:** Manages risk and reports on mitigation strategies and recommends improvements
- **Leadership skills:** Demonstrated experience in coaching and/or mentoring workers in complex casework and assessments relating to Aboriginal children, families and carers across the out of home care system

Personal Attributes

- Empathy, Compassion, Resilience, Motivation, Advocacy and Professionalism

Qualification:

- Qualifications which may include University or TAFE certification in community services, Youth Case Management and/or Social work

Mandatory requirements:

- Must have and continue to hold a full Driver's License
 - A current employment working with children check card or willingness to get one.
- Current COVID-19 vaccination

Key internal relationships:

Leadership group, OoHC programs across VACCA, Quality and Projects teams

Key external relationships:

DFFH, CSO, ACCO's, TOD, NDIS

ABOUT THE ORGANISATION:

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing. Through Cultural Therapeutic Ways VACCA is implementing a whole of agency approach to guide VACCA's practices of healing for Aboriginal children, young people, families, community members and carers who come into contact with our services, as well as creating a safe and supportive workplace for staff.

Our principles & Values

Best Interest of the Child

Aboriginal Cultural Observance

Respect

Self- Determination

Healing and empowerment

Excellence

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.

Please visit www.vacca.org to know more about us.