

Schedule A

POSITION DESCRIPTION

POSITION TITLE:	Team Leader Family Preservation Services
DIRECTORATE:	Out of Home Care Services
SECTION:	Family Preservation Program
REPORTING TO:	Manager Foster Care and Family Preservation
CLASSIFICATION:	SCHADS Grade 6
DATE UPDATED:	May 2017

PURPOSE OF THE POSITION:

The Family Preservation Program is a Family & Community Services funded program aimed at keeping families together where significant risk of harm is present and where it is safe to do so. The program offers intensive short term support work to clients between the ages of 0 and 16, and their families.

The Team Leader Family Preservation Services is responsible for providing quality service through the effective management of the delivery of the Family Preservation Program in accordance with funding contracts, partnership agreements, relevant legislation, agency policies, guidelines, procedures and best practice.

The Team Leader is responsible for the strategic focus, direction and positive development of his/her teams and for ensuring all the Family Preservation Program staff are trained in the Homebuilders Model and respond to clients' needs in a trauma informed way.

Team Leader is also responsible for providing specialist consultation, collaboration and development of staff around issues relation to family work across Marist180.

ACCOUNTABILITIES AND RESPONSIBILITIES:

The Team Leader reports directly to the Manager Foster Care and Family Preservation
 The Family Preservation Caseworkers report directly to the Team Leader.

WORKING RELATIONSHIPS:

Internal: M180 Coordinators/Specialists, out of home care directorate, general M180 peers and management

External: families and children/young people, FACS, NSW Health, Family support agencies, local schools and counsellors, western Sydney community agencies.

POSITION DIMENSIONS:

CASEWORK AND TEAM DEVELOPMENT

- Clinically develop and lead a small team of caseworkers through role modelling and regular, quality supervision
- Develop the capability of the team to provide support and supervision to each other as an adjunct to individual supervision.
- Develop, facilitate & monitor all aspects of casework including referral, assessment, intake, case-plan, review, exit planning and feedback.
- Provide therapeutic casework to families at imminent risk of having a child or young person removed or where a child or young person is being restored within the Homebuilders model practice guidelines
- Oversee and facilitate a school holiday program in line with the needs of the families and financial constraints of the program for each school holiday period.
- Practice in line with principles of social justice, respect, fairness and equality ensuring client participation is maximised at all times.
- Monitor allocation capacity within the team ensuring a balanced and manageable caseload for staff.
- Be responsible for recruitment and retention of staff, induction of new staff, probationary reviews, performance reviews and the development of performance plans in compliance with the relevant policy and procedures
- Develop & maintain practice standards in accordance with the program

PARTNERSHIPS AND ADVOCACY

- Coordinate the implementation of case plans and care teams in conjunction with other agencies.
- Develop and maintain a solid network of relationships within the service sector
- Continually promote the program both within Marist180 and in the community
- Referral and advocacy for the client group
- Provide professional support, debriefing and expert advice to teams and other stakeholders where appropriate
- Facilitate & contribute to committees & meetings
- Promote and represent M180 in professional/interagency forums across relevant sectors. Build and strengthen service partnerships.
- Develop & maintain professional networks within M180 and with external agencies & professional associations
- Educate & consult to M180 and the community on service issues

- Advocate on a macro level with policy makers and governing bodies for the sustainability of the program and improvements within the service sector in general

SELF-MANAGEMENT AND COMPETENCES

- Participate as a member of a multidisciplinary team
- Practice with a high level of self-awareness and emotional intelligence in all areas; to identify own strengths and areas for improvement. To seek feedback and alter practice in response to this
- To utilise a solution-focussed approach in managing complex issues and change
- Practice with accountability for intervention, decisions and actions
- To take responsibility and ownership for own learning
- Manage time & workload effectively (prioritise, plan, organise etc).
- Set a professional development plan in consultation with the Manager.
- Model a work/life balance
- Effectively utilize and participate in supervision
- Facilitate effective communication with children, young people and their families.
- Actively engage and develop staff in the achievement of M180 mission and philosophy
- Have an approachable attitude and be responsive to the needs of the clients and the team

CONTRACT MANAGEMENT

- Adhere to internal and external reporting requirements. Monitor target achievement and strategies to ensure contractual agreements with FACS are being maintained
 - Assist with the development of organizational and service policies
 - Work within the program budget and service specifications
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SELECTION CRITERIA:

WORK REQUIREMENTS:

- Working with Children Check
- National Criminal History Record Check
- Unrestricted NSW Drivers Licence
- Ability to work in Australia

ESSENTIAL:

- Position holders should have relevant tertiary qualifications (family therapy or social work degree equivalent).
- Extensive experience in working with children, youth and families in an intensive casework model.

- Demonstrated experience in clinically building, leading and supervising a multidisciplinary team including students and trainees.
- Demonstrated experience in developing, facilitating & monitoring all aspects of casework including referral, assessment, intake, case-plan, review and exit planning
- Experience in practising cognitive and behavioural strategies with children, young people and families
- Extensive skills in team building and cross collaborative practice
- Timely and well thought out decision making ability
- Ability to manage and prioritise crisis effectively
- High level of written and report writing skills
- Ability to think and practice systemically
- Capable management of organisational budgets
- Proven ability to work with minimum supervision
- Ability and experience in building service partnerships
- Ability to communicate with, contribute positively to and participate within all levels of Marist180
- Excellent skills in planning and monitoring service delivery
- Ability to work flexibly within a changing environment
- A high standard of professional and ethical behaviour and commitment to the philosophy, values and mission of M180 are essential for all positions.
- Applied knowledge in group dynamics as applicable to teamwork and team building in a multidisciplinary setting
- A well-developed understanding of empirically sound models of practice/theory, research, tools and approaches in child , youth and family work
- Knowledge of research methodology particularly relating to evaluations and feedback mechanisms
- Knowledge of sound risk assessment frameworks that are applicable to family work.
- Knowledge of child protection issues and the NSW child protection system
- Knowledge of the Homebuilders model of practice

DESIRABLE:

- Experience and post graduate qualifications in family therapy
 - Knowledge or experience of the Homebuilders Model of Family Preservation
 - Experience in project management
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ENDORSEMENT AND ACCEPTANCE:

I certify that the information contained in this document is a true and accurate depiction of the requirements of the position.

EXECUTIVE MANAGER:			
SIGNATURE:		DATE:	___/___/___
REGISTERED BY HUMAN RESOURCES:			
SIGNATURE:		DATE:	___/___/___
POSITION OCCUPANT:			
SIGNATURE:		DATE:	___/___/___

POSITION TITLE:	Team Leader
DIRECTORATE:	Residential Care Services
SECTION:	Out of Home Care Services
REPORTING TO:	Manager, Residential Care Services
CLASSIFICATION:	Social, Community, Home Care and Disability Services Award
DATE UPDATED:	12/05/2017

PURPOSE OF THE POSITION:

TEAM LEADER roles are key positions across the organisation designed to support the needs of children and young people in our programs through, support to and training of staff, assessment of, and direct work with, young people and the community in residential settings.

The role works in an integrated way with stakeholders and critical partners to the lives of young people including internal and external parties, as well as the community as a whole. All activities are completed in a therapeutic intervention framework with children and young people who have experienced significant trauma, to ensure that all decisions are guided by principles of permanency planning and reflect the needs of the child or young person.

Our therapeutic framework seeks to improve the lives of all the people Marist180 serves through individualised, evidence based, and trauma informed practices. Our model applies

needs assessments, service delivery, as well as community engagement and capacity building, to create environments for safety, change and growth towards independence and sustainable success. We do this through consistent and caring responses to universal and individual needs, client led goal setting and program co-design, and by working with trauma related and developmental bio-psycho-social needs in the context of a strengths based, recovery oriented approach. We recognise the work of A Maslow, B Perry and Blaustein & Kinniburgh as pillars for our trauma informed practices, and apply Attachment Regulation and Competency skills in our practices. Our outcomes framework has baseline metrics, qualitative feedback and employ S Miller's work on self-directed outcome measurement. Through assessment of needs we can clearly identify goals people wish to achieve, their strengths and match supports to their desired outcomes. By meeting the unique needs shaped by individual trauma and developmental experiences, in a culturally aware and confident manner with evidence based and trauma informed therapeutic services, the journey towards trauma integration and recovery can be commenced. In educating the community, and creating community connections to last lifetimes, we build capacity for all people to be supported and true trauma informed practices to take place.

Given the statement above, the Team Leader position plays a critical role in:

- Supporting staff through reflective supervision, daily guidance and strategic long term goal setting, as well as training and coaching;
- Support the houses/homes with Supporting the assessment needs of children and young people and working in partnership with internal services and external agencies to address these needs;

This position works under the general direction of a Residential Care Services Manager and is required to exercise initiative and judgement where practices and direction are not clearly defined.

RESPONSIBILITIES INCLUDE:

- Coordinating all activities associated with the residential home, ensuring an emotionally positive and physically stable environment for staff and residents. Supporting the delivery of Marist180 Therapeutic Framework model of care. Providing leadership and supervision to the staff team. Maintaining collaborative working relationships within the team.
- Uphold and model to team members high quality service delivery to ensure the service meets the needs of the people we serve and the values we hold.
- Ensure all practices are consistent with Marist180 policies, and procedures as well as sector standards.

ACCOUNTABILITIES:

This position reports to the Residential Care Services Manager and works in close partnership with all staff within the directorate, other Marist180 staff and external stakeholders.

To ensure that all work practice is compliant with legislative and regulatory requirements and meets Marist180 policy, procedure and reflects the organisational mission and values.

KEY RESPONSIBILITIES:

Assessment and work for and with young people

The position will:

- Establish and implement daily schedules for staff;
- Ensure all staff have access to essential information needed to be able to provide therapeutic supports that are required - eg. Behaviour Support Plans, Health Plans, Education Plans, Cultural Plans, Futures Plans, training in specific skills, resources to complete activities etc;
- Monitoring and updating staffing rosters to ensure cost effectiveness and adequate staffing levels to maintain care 24 hours a day and meet the needs of residents;
- Performing 'hands on' duties where required to ensure that all residents receive the agreed level of care and support. Rostered duties may include client transport, cleaning, laundry, food purchasing, food preparation and storage;
- Complete Reflective Supervision with staff;
- Ensuring house expenditure meets the agreed budget. Ensuring that agency internal control procedures relating to cash handling are strictly followed;
- Maintaining appropriate records and files in accordance with Marist180 policies and procedures and legislative requirements;
- Complete recruiting, training and evaluating team members to ensure the service meets the needs of the people we serve and the values we hold. Ensure that practices consistent with Marist180 policies, and that training are followed by the team;
- Participate in case reviews, case conferences, care team meetings, and other meetings in order to promote the interests of the young person. Identify and safeguard the rights of each young person in care;
- Ensure team meetings are held regularly so that all residential care staff members are well informed and continuously involved;
- In conjunction with key stakeholders and partnership with clinical and operations, implement and monitor strategies to ensure a safe environment for both residential care staff and young people. Ensuring the provision of staff debriefing following a critical incident within the house;
- Participating in the Marist180 organisational activities;
- Ensuring a homely environment through following a routine program of maintenance, expedient repair of damaged fixtures, furnishings and equipment;
- Active involvement in reducing WHS issues through proactive identification of hazards, reporting and initial management where appropriate;
- Manage Marist180 assets assigned to the house;
- In all working relationships, within and outside the agency, MYC expects a high standard of professional and ethical behaviour and a commitment to the agency's philosophy, mission and values;
- Representing the values of the organisation in all actions;

- Assisting in assessment process;
- Working collaboratively with staff to support appropriate interventions that may include Restoration, Fostering, Adoption, Kinship Care, or alternative placements;
- Providing therapeutic support in line with Therapeutic Specialist advice and guidance;
- Working with all levels of staff, carers and volunteers to create a supportive therapeutic environments, responsive to the emotional, social and educational needs of young people;
- Providing individual support to young people and working to engage them in processes;
- Supporting transitions such as entry and exit into different programs;
- Assist in identification of long term pathways for young people into Restoration, Fostering, Adoption, Kinship Care, or alternative placements as appropriate;
- Facilitate actions that lead to goals being met for the people we serve in a timely manner.

CONSULTATION AND COLLABORATION

This position will:

- Working with all levels of staff, carers and volunteers to create a supportive therapeutic environments, responsive to the emotional, social and educational needs of young people;
- Support all staff, carers and volunteers in their understanding of therapeutic care of the people we serve collaboratively;
- Actively seek opportunities to work with partners, and the braaoeer community to establish a network of supports and capacity building options for the people we serve;
- Work closely with the Therapeutic Specialist and Case Manager to support creating and meeting the goals and milestones in therapeutic care.

QUALITY IMPROVEMENT AND PROFESSIONAL DEVELOPMENT

The position will:

- Develop, monitor and deliver where appropriate any additional training or program content specific to all levels of staff, carers and volunteers;
- Maintain up to date knowledge of resources, sector initiatives including trauma informed practice and circulate resources relevant tour client group and needs;
- Participate in personal professional development to ensure practice is contemporary and consistent with service standards (mental health, sector based etc);
- Participate actively in regular supervision with line manager;
- Participate in care team meeting and professional development opportunities internal and external to Marist180.

ADMINISTRATION

The position will:

- Participate in the referral process, transition, contact and maintenance, collation and circulation of all documentation relating to a young person;

- Prepare and review required documents for endorsement by the line manager, and where required the Executive Manager and Principal Officer;
- Complete daily logs, and monthly reports;
- Contribute to systems improvements;
- Provide reports in relation to areas of responsibility where requested;
- Maintain data and statistics for internal use and external funding body.

WORKING RELATIONSHIPS

INTERNAL:

Staff in the following roles: Operational and management staff in directorates, Corporate Services, Therapeutic staff.

EXTERNAL:

Government agencies including FACS and NSW Health, Juvenile Justice, Education and Community and NSW Police; Not for Profit agencies, Industry Peak bodies, Community Visitors, other relevant agencies.

In all working relationships, internal and external, Marist180 expects a high standard of professional and ethical behaviour and a commitment to the agency's philosophy, mission and values.

SELECTION CRITERIA:

WORK REQUIREMENTS: Working with Children Check

Clear National Criminal History Check

Unrestricted NSW driver's licence

Ability to work in Australia

ESSENTIAL:

Position holders will have;

1. Relevant Diploma in social work, Human Services or similar field;
2. Demonstrated training in trauma related training
3. Previous experience in working with children and young people experiencing complex trauma and working with families within the child protection system;
4. Demonstrated experience in working with the issues faced by children and young people of a complex trauma background, and a demonstrated capacity to assist staff to support young people;

5. Excellent verbal communication skills and a demonstrated ability to engage with a diverse range of people and contribute effectively in a team;
6. Demonstrated understanding and ability to apply therapeutic and trauma informed practice principles;
7. Ability to support children and young people and care staff in the context of crisis and critical incidents;
8. Experience in a Leadership role within the industry

DESIRABLE:

Training and/or experience in working in disability services, drug and alcohol, mental health and juvenile criminal justice