

Position Description

Position Title:	Team Leader, Family Services
Program:	Family Services, Client Services
Location:	Bendigo. Regular travel to other locations will be required.
Reports To:	Manager, Family Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 6</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria (CCV) is a leading and influential provider of charitable and social services in Victoria. The Mission of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our Mission for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria. One of our primary areas of investment in addressing homelessness is through our subsidiary CatholicCare Victoria Housing (CCVH) and in partnership with Government we are constructing new homes across Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

CatholicCare Victoria Values

Values	Behaviour
Respectfulness	We value people for who they are and recognise what they are doing. We interact with others honestly and in a positive, considerate, and caring manner.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promises.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen to a voice to be heard.
Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.

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Compassion	We connect with each other’s stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.
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About Client Services

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Client Services Operations – all client facing service delivery across children, youth families, individuals, and communities with target programs in relationship services, counselling, homelessness, family law, parenting/family support, AOD work with CALD populations, children’s mental health, refugee and settlement support, communities for children (Shepparton) carer support, kinship care, emergency relief, prison chaplaincy, youth justice, and victims’ assistance.
- Service Development and growth including the Schools Program and CCVT contract management.

The Family Services program at CatholicCare Victoria provides Department of Families, Fairness and Housing (DFFH) funded services to families and children in the community. The Family Services program provides a continuum of support ranging from supporting parents caring for their children at home, to working intensively with families under increased pressure whose children are at risk of placement in care services, or have been placed in care and are able to be reunified with family in a short timeline, through to the Victorian and Aboriginal Family Preservation and Reunification Response (FPRR).

The Family Services program aims to promote strong families with children who are safe, healthy, resilient and thriving; and parents and carers who are supported to create safe and nurturing home environments.

Along this continuum of support, the Family Services program provides responsive, flexible and sustainable support to children and families with the intensity that is required at the point when it is needed.

Position Summary

The Team Leader, Family Services works with the other Team Leaders in the program across CatholicCare Victoria. Team Leaders provide support and supervision to practitioners engaged with children, young people and parents/caregivers in a child focused, empowering and meaningful way. Using a Relational Approach, practitioners work with families to Connect; Understand; Link-Up; Build and Empower; and Create Opportunities. Close working relationships with other stakeholders, including Child Protection, are built to ensure that children can remain in, or return to families safely.

Team Leaders and practitioners work collaboratively and collectively with service providers. Delivery of rapid, flexible, culturally safe and intensive service when and where families need them and are delivered through a lead practitioner model supported by a care team approach.

Evidence-informed approaches are embedded into practice and will lead to improved outcomes for children and families.

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Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Work with Children and Families	<ul style="list-style-type: none"> • Support Family Services Practitioners to work with the Best Interest Case Practice Framework. • Support Family Services Practitioners to conduct and develop assessments and time limited case practice interventions that lead to improved outcomes for children which include safety and stability within families. • Support a Care Team Approach, coordinate, facilitate and deliver a rapid, culturally safe, flexible and intensive service to children and their families. • Use approaches that consider the best interests of the child, trauma informed practices, knowledge of child development, attachment theories, family preservation and reunification principles, and other relevant frameworks. • Educate team members regarding the causes of family violence and the theoretical underpinnings of working with families where family violence is an issue. • Regularly monitor progress, review interventions and outcomes and provide advice regarding referral to suitable services with the agreement of the family members for individual case loads as well as at program level. • Coordinate and participate in case load allocation processes. • Manage a small case load where required. • Work closely with the service sector, in particular Community Based Child Protection Practitioners and the Child Protection program more broadly. • Provide regular supervision (individual/group/reflective practice sessions) to all team members which is reflective, strengths based and trauma informed. • Manage performance of individual employees as required and in consultation with the Manager if required. • Coordinate and oversee student placements within the program. • Approve the use of Flexible Funding for practical needs and specialist services to meet child and family needs and goals within the terms of the program guidelines and with the approval of the line manager where required. Some flexibility of working hours is required (eg: where Family Services practitioners are working with families between 7am and 7pm).
Service Quality	<ul style="list-style-type: none"> • Monitor and support staff in the development of goals, action plans and safety plans with families through direct work with individuals and groups as appropriate. • Participate in an annual Performance Development Review with supervisees and with the Manager. • Ensure that the program operates within the Guidelines set out by DFFH. • Undertake regular outcome measurements and reporting using the designated outcome measurement tools. • Enter and monitor data as required to ensure Funding and Service Agreements are met.

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	<ul style="list-style-type: none"> • Participate in ongoing evaluation processes with a focus on client outcomes, service responsiveness and flexibility. • Undertake portfolio and/or project work as required and agreed with the Manager. • Conduct regular case file audits to ensure quality and compliance in case work meets with DFFH requirements. • Keep appropriate records including case note recording, supervision records and statistical data. • Attend allocations meetings with referral sources such as The Orange Door and others as required and ensure families referred to the program are allocated in a timely manner as per program guidelines. • Undertake various administrative tasks such as the approval of timesheets, approval leave.
Program Delivery and Reporting	<ul style="list-style-type: none"> • Manage a varied client caseload through both supervision of employees and personal direct service delivery including managing a waiting list/active hold where required • Report to the Senior Manager/Manager Family Services on progress against targets, objectives, deliverables and expenditure against budgets • Manage client and employees matters in the program • Contribute to the development of funding proposals and tenders, service models, research and innovation • Undertake and complete all reporting requirements in a timely and accurate manner
Program Development	<ul style="list-style-type: none"> • Participate in the formation of programs and work practices • Support the Senior Manager/Manager Family Services in implementing operational/business plans for the program • Monitor and supervise the maintenance of client records, systems and client data recording in accordance with funding body and legislative requirements. • Ensure data entry (eg Case notes/service hours) occurs in a timely and accurate manner in accordance with funding body and program requirements. • Identify and progress opportunities for the Family Services team to engage with relevant stakeholders to enhance client outcomes. • Represent the organisation at relevant networks and meetings as required. • Liaise with funding body representatives as requested. • Facilitate completion of and/or prepare reports in accordance with funding body requirements. • Liaise with peer Team Leaders and Managers as required on referral pathways, practice guidelines, program delivery and service models. • Participate in the case allocations process.
Leadership and People Management	<ul style="list-style-type: none"> • Promote a positive workplace culture with a high performing, engaged team • Supervise and coach direct reports to support them in the achievement of their goals • Support the Senior Manager/Manager Family Services in ensuring the effective implementation of workforce planning and recruitment • Complete on boarding, probation, and learning and development processes in accordance with People policies and procedures

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	<ul style="list-style-type: none"> • Proactively implementing conflict and grievance resolution processes in accordance with People policies and procedures • Complete probation and performance management processes in accordance with People policies and procedures • Support Practitioners to work within the DFFH Stronger Carers, Stronger Children Framework
Financial Management	<ul style="list-style-type: none"> • Contribute to the preparation and monitoring of program budgets • Ensure the program and services are able to operate effectively within budgets
Quality and compliance	<ul style="list-style-type: none"> • Work collaboratively with stakeholders and implement CatholicCare Victoria's continuous quality improvement approach throughout the program and service area – including the implementation Quality Work Plan for all programs and services • Ensure a culture mindful of risk management, health and safety at all times • Support the Senior Manager and Operations to ensure all sites (including outposts), motor vehicles, IT systems are appropriate and managed to ensure optimal delivery of service to clients

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position works under the limited direction of and reports to the Manager, Family Services.

Position/s reporting to the Team Leader Family Services

The position is expected to provide first level supervision and management of employees and students, including setting outcomes for the work area for which they are responsible.

Authority:

The position exercises first level supervisory responsibility for the Program. The position allows the incumbent the scope to influence the operational activities in their program.

The position has some delegated authority from the Manager, Family Services.

Position Breadth:

The Team Leader is accountable for small to medium program areas and assists the Senior Manager/Manager Family Services with contracted funding, budget and accreditation responsibilities.

Stakeholder Relationships

Internal Relationships:

The Team Leader:

- works closely with Managers, other Team Leaders and the position's direct reports
- works with Operations to monitor program budgets such as wages and client expenditure
- works with People Team to ensure a positive workplace culture and implementation of People policies and procedures

External Relationships:

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As agreed with the Manager, Family Services, the Team Leader establishes and maintains key external relationships including but not limited to:

- local catchment service networks and local governments in the catchments we provide services
- working groups and reference groups with peak bodies and other stakeholders
- Government departmental liaison and service delivery management
- Work with key stakeholders that support families and children including government and non-government organisations, particularly Child Protection and care team members from all services.
- Work with extended family members and other people who are significant in the lives of children.
- Participate in various Child and Family Services Alliance activities as required.
- other funding bodies

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

The position is also required to ensure a safe and healthy work environment for all employees, contractors, clients, volunteers and visitors.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

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Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*
- information privacy and confidentiality;
- equal opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Relevant tertiary qualification, preferably in Social Work, Psychology, Human Services or Community Development or similar related discipline

Experience

2. Demonstrated experience in the delivery of health, social or community services
3. Demonstrated experience in providing professional supervision to client-facing employees and students in the delivery of social services programs

Knowledge, Skills and Attributes

4. Advanced knowledge and application of relevant theories, intervention approaches and understanding of the causes of family breakdown, child safety and child development, including coaching and support practitioners and specialist practitioners.
5. Advanced understanding of the impacts of trauma on children and adults and demonstrated experience in the application of approaches for working effectively where trauma is featured.
6. Demonstrated knowledge of the Best Interest Case Practice Framework, MARAM framework and an understanding of outcome measurement, goal setting and review and family safety planning.
7. Proven skills in managing employees and students engaged in service delivery, case work in a multi-disciplinary setting
8. Well-developed working knowledge of Microsoft Office suite and windows operating environment, including Word, Excel and PowerPoint
9. Understanding of practicing in a culturally safe way and of the requirements for Aboriginal self-determination
10. Preparedness to travel, as and when required, to different locations

Child Safety

11. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.

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- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas
- International Police Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent’s responsibility to maintain a current valid Driver’s Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertake a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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