



POSITION TITLE:	Team Leader – Residential Care
POSITION NUMBER:	OH002
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 6 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Foster Care – Child and Family Services Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and DWES List Check

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities).

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Out of Home Care Division incorporates the Out of Home Care Services of Kinship Care ,Foster Care and Residential Care. These teams deliver programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable children, youth, families and individuals to enable them to self- manage and be the best they can be. A number of key frameworks and models are used by the division's enthusiastic and skilled staff to achieve this purpose. These include but are not limited to: Therapeutic Crisis Intervention, Motivational Interviewing and Best Interests Framework.

PRIMARY PURPOSE OF ROLE

The role of the Team Leader - Residential Care will be responsible for the overall management, coordination and delivery of Brophy's residential care services. They will ensure all staff adhere to and implement compliance measures in line with the Department of Fairness, Families and Housing Program Requirements for Residential Care Victoria 2016.

They will lead and supervise the team and provide support, advice and guidance on a range of responsibilities including case management of the placements and supervision of the staff.

The role requires the understanding of relevant risk and needs assessments and application of a number of service frameworks mainly the Best Interest and Looking After Children Frameworks.

The position is required to develop trusting and supportive relationships with children, young people, families and residential workers, and have an understanding of the issues being faced. In this role, the incumbent is expected to have a sound knowledge of the principles and processes of relevant legislation pertaining to children, young people and their families.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Team Leader – Residential Care will lead a team of Residential Care staff and will form part of the Senior Leadership Team at Brophy.

They are required to establish appropriate community contacts and develop and maintain working relationships with a broad range of stakeholders, including Child Protection, in the provision of case management services towards achieving outcomes for children and their families.

The Team Leader is required to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries.

REPORTS TO

The position reports to and is supervised by the Executive Manager – Out of Home Care.

KEY RESPONSIBILITIES

Personal and Professional

- Provide mentoring, support and supervision to the residential staff team.
- Demonstrate a commitment to ongoing skill development and training relevant to a leadership role both personally and professionally.
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.
- Provide and participate in supervision, ongoing support and reflective practice.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training designated by the Line Manager, to ensure integrity of the service delivery model.

Technical Skills

- Be responsible for demand management, monitoring and reviewing caseloads to ensure a responsive and effective service; this also includes allocation of new clients
- Develop and mentor Residential Care Staff in both their practice and results based accountability.
- Liaise with the Recruitment and Retention Coordinator to assist with caregiver assessments, annual carer reviews and care giver training.
- Support children, young people, their families and Residential Care Staff utilising a variety of interventions and frameworks such as: the Best Interest and Looking After children frameworks, developmental theory, attachment and trauma theory, solution focussed and task centred models and mediation.
- Oversee client case management including intake, assessment, case/care planning, case coordination, supported referrals, case reviews and case closure.

- Monitor, establish, facilitate and maintain care teams the young people in residential care.
- Assist in the management of Quality of Care Concerns via CIMS.
- Participate in the Brophy Out of Home Care after hours on call service

Customer Service

- Promote the program's services and the Agency throughout the region.
- Be flexible in being able to respond to crises beyond business hours as required.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Seek and review consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Lead and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Lead in ways which capture, communicate and share innovative ideas and practices.
- Model appropriate leadership behaviours to all workers across the Agency.
- Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.

Administration and Documentation

- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.

- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems
- Participation in the development of consumer's participation activities within your program and Brophy.
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications:

- A minimum qualification of a sector recognised and accredited Bachelor of Social Work or Diploma in Community Welfare Work or equivalent. (Qualifications must be approved by recognised professional bodies: ie. AASW, Community Services Council, APS etc.)
- A current Drivers Licence.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrated understanding of implementing therapeutic care to children, young people and the residential care staff.
- Have the ability to demonstrate an understanding of the child protection system and its role in the service system.
- Experience in being able to manage and report on budgets.
- Demonstrated leadership skills and ability to facilitate a team approach to achieve service objectives.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Francis Broekman
 POSITION: Chief Executive Officer
 DATE: April 2020

ACCEPTED BY INCUMBENT

NAME: _____
 SIGNED: _____
 DATE: ____/____/____