POSITION TITLE:	**Team Leader – Integrated Family Services**
POSITION NUMBER:	**CS065**
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:	**Integrated Family Services – Family and Individual Support Services Division**
EMPLOYMENT CHECKS:	**NDIS Worker Screening Check, National Police Check and Working with Children Check**

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited Child Safe, not for profit organisation, with a community-based Board of Directors, and 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 acceptance of 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, questioning, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

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

DIVISION AND PROGRAM OVERVIEW

The Family and Individual Support Services Division portfolio includes the Integrated Family Services programs, Housing Support and Linkages, the No Interest Loans Scheme (NILS), The Orange Door and the Family Violence Programs. These five teams deliver 20 programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable 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: Gender and Trauma Informed practice, Safe and Together Principles, Duluth Curriculum of Men's Behaviour Change Program, Motivational Interviewing and task focussed interventions.

PRIMARY PURPOSE OF ROLE

The Integrated Family Services (IFS) Team Leader helps to coordinate and deliver four programs funded by the Department of Families, Fairness and Housing (DFFH) across the South West region. This division focuses on the health, safety, stability, development, learning and wellbeing of children, young people and families in Victoria.

The Program areas are:

- **Adolescent Support Program (ASP)** provides outreach youth support to 12-18 year olds and their families via early intervention, mediation and specific counselling aimed at family preservation and reunification.
- **Finding Solutions** is an early intervention and diversionary program for young people 12 to 16 years of age at risk of being placed in out of home care and their families.
- **Integrated Family Services** aims to provide an enhanced family support service to vulnerable families. It aims to divert families from the child protection system as well as reduce re notifications.
- **Family Preservation and Reunification (FPR)** is an evidence-based, outcome focused intensive child and family support model which aims to promote strong families - with children who are safe, healthy, resilient and thriving; and parents and caregivers who are supported to create a safe and nurturing home environment. FPR provides responsive, evidence-based and sustainable support to children and families in partnership with Child Protection to: keep children safely at home, prevent children and young people entering care services and support children and young people currently in care to safely reunify with their family.

The Services utilise assertive outreach, active engagement, case management, family work, in home support and practical and social assistance. 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.
In this role, the Team Leader is also expected to carry a case load of clients within the IFS suite of Programs.
This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

ORGANISATIONAL RESPONSBILITIES AND ACCOUNTABILITIES

The Integrated Family Services (IFS) Team Leader will establish appropriate community contacts and develop and maintain working relationships with a broad range of stakeholders in the provision of all IFS programs towards achieving outcomes for children and their families. A commitment to excellence in customer service to a diverse range of clients, across a number of issues, is required, along with the ability to negotiate, consult and liaise with other industry professionals.

This position is based at our Warrnambool site and works closely with the Manager Family Support Services to plan and implement programs across the organisation. As a result, this role requires strong leadership, along with the ability to make sound strategic decisions, in some instances in crisis or stressful situations, whilst maintaining confidentiality and professional boundaries.

The role is required to lead a diverse team of professionals to achieve program goals and client outcomes, monitor staff and ensure they maintain accurate client records, actively participate in and contribute to program service planning, along with all annual improvement activities to assist to lead in the achievement of organisational outcomes.

As this position regularly engages with other agencies, the IFS Team Leader must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region and beyond.

REPORTS TO

The position reports to and is supervised by the Manager – Family Support Services.

KEY RESPONSIBILITES

Personal and Professional

- Develop and oversee program's professional development plan and budget.
- Provide mentoring, support and consultation to program staff to promote advantaged thinking practices.
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.
- Deliver and participate in supervision, support, reflective practice, and provide secondary consultations and professional development opportunities as negotiated with the Line Manager.
- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training relevant to a senior role both personally and professionally.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- Participate in all core training designated by the Line Manager, to ensure integrity of the service delivery model.

Technical Skills

- Manage program funding delivery in relation to project grants and evaluation reports.
- Undertake research, service mapping, needs analysis and program evaluation to meet best practice and inform program planning and implementation.
- Lead and effectively administer the programs services in accordance with program service plans, service agreements and funding body requirements, including providing operational support to the staff in the programs.
- Act as Line Manager as required.
- Ensure you and team members have access to and comply with legislation, standards, policies, practices and procedures relevant to the program.
- Ensure a professional and ethical standard of care and service provision according to the philosophy of Brophy Family and Youth Services.
- Support and assist team members to develop knowledge and experience in case management frameworks, practice frameworks and models, networking and advocacy skills required for working with children, youth and families.
- Provide supervision and support to team members.
- Engage with and support children, young people and their families using a variety of engagement strategies such as assertive engagement, outreach, persistence, and pacing.

Customer Service

- Promote the program's services and the Agency throughout the region.
- 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.
- Actively participate in the South West Child and Family Services Alliance, and other local, regional and state-wide networks and alliances relevant to the program areas.
- Develop and maintain strong working relationships with Child Protection staff both locally and regionally.
- Display an awareness of the diverse needs of clients, such as those from indigenous or culturally and linguistically diverse backgrounds, and apply, and monitor, appropriate case management practices in response.

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.
- Work with senior management in securing funding to expand support services to families.
- Support and implement Results Based Accountability strategies across the program areas.

Team Work and Communication

- Lead and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Facilitate daily and weekly team meetings and team planning days.
- 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.
- Undertake team duties as required.
- 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.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Ensure best practice and professional standards for written correspondence produced by program staff.
- 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.
- Undertake the annual client file audit, complete the IFS team report and implement any improvements identified.
- Provide the Family Support Services Manager with monthly program updates or any other reports requested by senior management.
- Manage the Integrated Family Services Alliance Flexible Funding monies and provide reports to the Alliance as requested (via Finance Manager), including the appropriate utilisation of all brokerage and expenditure, ensuring accurate and timely completion of documentation and reports.

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 may be 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 equivalent. (Qualifications must be approved by recognised professional bodies: ie. AASW, APS etc.)
- A current Drivers Licence.

Experience, Skills and Abilities

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

- Demonstrate a sound understanding of issues confronting disadvantaged and vulnerable children, young people and their families, particularly clients within the child protection system.
- Demonstrate an understanding of the impact of developmental trauma on children and young people
- Demonstrate a working knowledge of case management, practice frameworks and models relevant to working with families
- Ability to make timely, sound decisions and assessments regarding children, youth and families, particularly under pressure

- Demonstrated leadership skills and ability to facilitate a team approach to achieve service objectives.
- Be a high performer who displays initiative, motivation and enthusiasm in responding to change to achieve program outcomes according to best practice principles.
- 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 use Microsoft office suite of products, along with experience in electronic databases and case file noting.
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AUTHORISED BY

NAME: Donna Wynters

POSITION: Executive Manager – Family and Individual Support Services

DATE: August 2021

ACCEPTED BY INCUMBENT

NAME: _____

SIGNED: _____

DATE: ____/____/____