



<b>POSITION TITLE:</b>	<b>Team Leader – Home Based Care</b>
<b>POSITION NUMBER:</b>	<b>OH038</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 6 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Home Based Care – Out of Home Care</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check, Working with Children Check and NDIS Worker Screening Check</b>

## OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a 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 and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

Brophy actively values and promotes diversity in our community and affirms our commitment to 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<sup>A</sup>+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQ<sup>A</sup>+ inclusive practice.

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

## DIVISION AND PROGRAM OVERVIEW

The Out of Home Care Services Division of Brophy looks after children and young people when a family needs support, in cases of family conflict or if there is a significant risk of harm or abuse in the family home. 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, Advantaged Thinking, Motivational Interviewing and task focussed interventions.

The Home Based Care team provide care services for children and young people when a family needs support, in cases of family conflict or if there is a significant risk of harm or abuse in the family home.

The Home Based Care team provide services for children and young people across the Great South Coast. There are a number of service frameworks within this program including: the Best Interest and

Looking after children frameworks, Therapeutic Crisis Intervention (TCI), developmental theory, attachment and trauma theory, solution focussed and task centred models and mediation.

## PRIMARY PURPOSE OF ROLE

The Team Leader – Home Based Care will be part of the larger management team of Home Based Care. This team will consist of:

- Operations Manager - Home Based Care
- Practice Manager - Home Based Care
- Practice Lead - OOHC (CIMS)
- Team Leaders - Home Based Care
- Team Leader – Engagement Team

Working from a trauma informed lens and actively embedding new learnings, the Team Leaders will be responsible for the overall management, coordination and delivery of Home Based Care services, encompassing both the Foster Care and Kinship Care programs, which are comprised of practitioners who support the care of children and their foster/kinship carers.

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 the application of a number of service frameworks mainly the Best Interest Case Practice Model and Looking After Children Frameworks.

The position is required to develop trusting and supportive relationships with children, young people, families and their care givers, 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.

This position also requires the incumbent to have knowledge of trauma informed care & ability to undertake or capacity to undertake further training as required specific to the program area.

## ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Team Leader – Home Based Care will lead a team of Home Based Care Practitioners as part of the broader Home Based Care Team 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 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 Operations Manager – Home Based Care.

## KEY RESPONSIBILITIES

### Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- Provide mentoring, support and supervision to the Home Based Care 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.
- Engage in trauma informed training relevant to program area & work with Home Based Care Practice Manager to embed such training within the team which includes (but is not limited to) TCI, TCI/F & Power to Kids.
- 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 to ensure integrity of the agreed model of service delivery.

### 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 and being responsible for carrying a caseload.
- Supervise the implementation of Targeted Care Packages (TCPs)
- Develop and mentor Home Based Care Practitioners in practice as well as support the implementation of new theories and frameworks to ensure contemporary and therapeutic service delivery.
- Liaise with the Team Leader – Engagement Team to assist with caregiver assessments, annual carer reviews and caregiver training.
- Support children, young people, their families and caregivers utilising a variety of interventions and frameworks such as: the Best Interest Case Practice and Looking After Children frameworks, Therapeutic Crisis Intervention Frameworks (TCI & TCI/F), Power to Kids Frameworks, Developmental Theory, Attachment and Trauma Theory, Solution Focused and Task Centred Models and Mediation.
- Undertake case management including intake, assessment, case/care planning, case coordination, supported referrals, case reviews and case closure.
- Monitor, establish, facilitate and maintain care teams for children and young people in Out of Home 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 on a rotating basis.

### 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.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- 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.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

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 their carers.
- Demonstrate an understanding of the child protection system and its role in the service system.
- Manage 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: Jezamin Oelfke  
POSITION: Executive Manager – Out of Home Care  
DATE: September 2023