



Position Description

Team Leader

**Wesley Dalmar – Out of Home Care
September 2019**

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Team Leader

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Wesley Dalmar – Out of Home Care

Wesley Dalmar is an Out of Home care service accredited by the Office of Children’s Guardian (OCG) and regulated by the OCG standards. Wesley Dalmar supports children and young people who enter care, supporting carers and birth families associated with the child and young person in care.

Permanency is a key driver in our work, as we seek to ensure that all children we care for are in the best placement to meet their needs and optimise their potential. Our work is underpinned by the legislated hierarchy of the Permanency Placement Principals.

The key objective is to promote the welfare and interests of children, young people in Out of Home Care and their families by: -

- Providing safe, stable and suitable placements for children and young people for whom foster care represents the most appropriate placement option for meeting their day to day care and support needs.
- Support a range of suitable carers so they become integral members of the casework team involved in developing and implementing the child or young person’s case plan.
- Implement effective case management to ensure that children, young people, families and carers receive integrated and coordinated quality services.



Overview of role

The primary functions of the Team Leader include;

- Ensuring that the number of foster carers within the program is maintained at the agreed level and that carers are provided with training and support
- Support staff in the development of identified professional skills to enable them to support our clients
- Providing timely support to carers to enable them to effectively meet the needs of children.
- Support carers in the development of identified skills to enable them to support our clients.
- Provide professional supervision to staff as directed by the Program Manager in accordance with the Employee, Contribution and Development process.
- Working as part of a team to provide support for the physical, emotional, spiritual and social needs of children and young people in the program
- Supervise and support case managers to ensure they provide case management for children and young people which includes:
 1. Case planning in which social, emotional, educational and health domains of children and young people are addressed.
 2. Provision of care and support that meets the needs of the children and young people
 3. Achieving case plan goals through a coordinated, multi-disciplinary case planning and case management process.
 4. Improving placement stability through the provision of effective and timely support to placements and the additional services that may be required by children, young people or their carers.
 5. Supporting children and young people to maintain connections with their natural families and significant others in their lives.

3. Relationships

Reports to: Program Manager – Wesley Dalmar OOHC

Direct reports: Case Managers

Working with: Wesley Dalmar Wrap around services

Liaise with: external partner services/organisations such as the Department of Community Services

4. Major role responsibilities

5.1. Our Clients

- Manage all aspects of assigned casework as directed by the Program Manager
- Maintain regular contact with foster families and the children and young people in the program to provide additional casework support to enhance the safety and stability of placements
- To support the child or young person to meet the goals identified in their case plan
- Facilitate the support of foster carers including conducting carer reviews at least yearly or as directed by the Program Manager
- Actively support and encourage continued involvement of the child or young person's birth family to support contact with them.
- Proactively work with carers/children/young people to effectively manage behavior in a positive way



- Attend case reviews and assist in ensuring a planned and coordinated approach to case management which encourages the participation of all stakeholders.
- Assist in the coordination and implementation of effective case management that will provide for the needs of the children, young people and families in the program, liaising with other agencies for consultation and referral as appropriate.
- Be a strong ambassador for the Wesley Dalmar Out of Home Care team.

5.1.1 Performance Measures

- Satisfactory client feedback
- Concerns/complaints are resolved in a professional and timely manner
- Successful placements of children or young person
- Adequate and timely support provided to foster carers
- All client records are documented within our case management system (Carelink) in a timely manner and in keeping with policy and procedure

5.2 Our people

- Support the Program Manager in promoting cohesion, integration and co-operation between all team members
- Develop a collaborative, creative and positive workplace culture with a focus on providing service to children and families,
- In consultation with the Program Manager, support staff in the development of identified professional skills through team discussion, research and referral to relevant internal and external training.
- work collaboratively with other team members and be willing to co-operate with both government and non-government agencies in the best interests of the child/young person
- To organise and attend Case Reviews using the case management system to ensure a planned and coordinated approach to case management which encourages the participation of all stakeholders especially that of the child or young person involved.
- To work as a member of a team by participating in team meetings and tasks, team building activities, conflict resolution, service review, planning and evaluation.

The Team Leader will provide professional support and oversight to Case Managers, leading the team to:

- Complete Wesley Mission induction, orientation program and mandatory training, including Identifying and responding to children at risk of significant harm
- Attend and participate in regular support meetings and team meetings
- Attend and participate in annual Employee Contribution & Development (ECD) process
- Commit to a continuing process of personal self-development, training and skills acquisition
- Be part of creating a team culture of support and respect
- Promote and ensure adherence to Wesley Mission code of conduct and vision and values



5.2.1 Performance Measures

- 90% staff retention
- 100% all staff have completed induction, orientation and mandatory training within 12 months of employment
- 100% team engagement with new practices, policies and procedures
- 100% of carers have been engaged in an annual carer support review
- Oversight of staff leave entitlements

5.3 Our operations

- To maintain a contemporary understanding of the principles of Child Protection and work collaboratively with other government and non-government agencies to ensure the protection of all children and young people.
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- To be aware of the need for confidentiality in all aspects of Out of Home Care work and ensure that confidentiality is respected at all times.
- To ensure that all documentation is maintained in a professional manner according to Wesley Mission Dalmar OOHHC procedures.
- communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates
- Assess referrals and matching of children with foster families to determine appropriate placements in consultation with other team members and management.
- Organise and attend Case Reviews using the case management system to ensure a planned and coordinated approach to case management which encourages the participation of all stakeholders especially that of the child or young person involved.

5.3.1 Performance Measures

- regular reporting requirements are met
- 100% compliance with Wesley mandatory training requirements
- Knowledge of and compliance with role specific systems and policy/procedure knowledge.

5.4 Our financials

- Maintain Wesley Mission resources
- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

5.4.1 Performance Measures

- Wesley resources are well maintained
- evidence of proactive program planning and reduced over/underspend
- all reimbursements are entered by the close of each month they are accrued in
- program operations meet budgetary requirements.



5. Professional responsibilities

- Other activities to support the delivery of the Wesley Dalmar Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment
- All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality

6. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- ability to relate well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

Essential criteria

- A Degree qualification (minimum Bachelor's degree) from a recognised tertiary institution in Social Work or related discipline.
- Comprehensive understanding of the current child protection service system, policy and practice, and the needs of children in OOH, including knowledge of:
 - Legislative requirements – Children and Young Persons (Care and Protection) Act 1998; Child Protection (Prohibited Employment) Act 1998; Ombudsman Act 1974 (Amendment);



Commission for Children and Young People Act 1998; the Adoption of Children Act 2000 and other relevant legislation

- UN Convention on the Rights of the Child;
- Comprehensive understanding key risk factors and the effect of trauma on childhood development.
- Working within a strength-based framework to increase children and young people's resilience and positive lifestyle outcomes.
- Demonstrated ability to engage with children/young people/carers where there are high and complex needs and work in partnership with them to achieve their goals, using a variety of intervention strategies from a range of theoretical models
- Demonstrated high level communication (written and oral), negotiation and advocacy skills.
- Sound record keeping, data collection and management, statistical analysis, report writing and computer skills including an ability to concisely and accurately record all key interactions and case-notes.
- Working collaboratively with other internal services and external stakeholders to achieve client needs and therapeutic and developmental goals.
- Current NSW Driver's Licence and a willingness to travel as required.