

## Position Description

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Program or Function name:	<b>Treatment Foster Care Oregon for Children 7-11 (TFCO-C)</b>
Role Title:	<b>Program Supervisor</b>
Award Classification: (If relevant)	
Location:	<b>Toowoomba, QLD</b>
Employment Status:	<b>Full time</b>
Reports to:	<b>Assistant Director QLD</b>

### OzChild

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Founded in 1851, OzChild support vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families.

It is our goal to see that all children and young people are safe, respected, and nurtured, and reach their full potential.

### Child Safety

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We are committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to behave appropriately towards children at all times.

### Role Purpose Summary

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This program is a specialised foster care model designed for children and young people (7-11 years old) who are at risk of entering into residential care or for children to transition from residential care into family based care arrangements i.e. foster care, kinship care or home with parents (called aftercarers).

TFCO-C is an evidence-based treatment program which supports children ages 7-11 with a history of trauma and resulting complex behaviours, including aggression, poor school engagement, poor peer relationships, poor coping and social skills, low self-esteem and difficulties with self-regulation. An individualised treatment plan is developed for each child in the program with goals that focus on improving the child's emotional and behavioural functioning; promoting positive educational outcomes; and building strong family relationships. A child's goals are met through close supervision, fair and consistent limits, predictable consequences, and supportive relationships with mentoring adults.

TFCO-C provides a high level of support and intervention to children in a home environment through the care of an approved and specially trained TFCO-C foster carer. The TFCO-C model includes several components such as: training and support for the foster carer/s, family therapy for the child's parent/aftercare placement; skills training for the child; education support, case coordination and consultation.

The position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to develop, implement, monitor, review, policies, procedures, practices and guidelines that support the accurate and timely completion of reporting and other processes to support Service Delivery and Program Teams.
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and our Government partners to support the effective delivery of high quality service delivery.
- **We deliver innovative solutions:** Engage others in the development and implementation of functional plans and activities to support service innovation to achieve outcomes articulated in the OzChild Strategic Plan.
- **We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team by providing guidance, development opportunities, and tools for people to achieve success in their roles.
- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

### Position Specific Responsibilities

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As Program Supervisor of the TFCO-C program you will be:

- Accountable for the operational and clinical oversight and leadership of the program and oversee all aspects of each child's placement, including skills coaching, education support, individual and family therapy. You will develop, implement, review and amend individual treatment plans for children, integrating information from program staff and foster carers.
- Working closely with Treatment Foster Care Consultants (TFCC), the program purveyors, to ensure success and adherence to the implementation and fidelity requirements.
- Providing leadership and coaching to ensure all staff in the team have the resources, skills and support to deliver the services to fidelity
- Overseeing the recruitment, assessment, training and support to TFCO- C foster carers
- Work closely with Department of Child Safety, Youth Women (DCSYW) staff to oversee and facilitate the referral process
- Leading weekly foster carer and clinical team meetings.
- Working with the team to identify and overcome barriers to engagement/motivation in families who are possible aftercare placement options for the children in TFCO-C.
- Provide, alongside your team members, 24hour on call support to TFCO-C foster carers as required.
- Develop good working relationships with Aboriginal agencies to ensure cultural responsiveness in the delivery of the model to Aboriginal and Torres Strait Islander children.

- Ensure outcome measurements and data management systems are successfully utilised to ensure optimum performance of the TFCO-C program, reporting on and communicating outcomes to relevant internal and external stakeholders.
- Responsible for proactive stakeholder engagement and development of strong professional relationships with key internal and external stakeholders such as, DCSYW, other government departments and community organisations.
- Providing strength based, values driven leadership, which encourages strong team work
- Conduct and record supervision to ensure all employees receive support in line with OzChild’s Employee Supervision procedure.
- Lead all people, risk management and quality improvement policy and practice matters within the program.

**Key Job Relationships**

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<p>Internal</p> <ul style="list-style-type: none"> <li>• All OzChild staff</li> <li>• Children and Young People</li> <li>• Birth Families</li> <li>• Foster/Kin Carers and Volunteers</li> </ul>	<p>External</p> <ul style="list-style-type: none"> <li>• Department of Child Safety, Youth and Women</li> <li>• Other Community Services Organisations</li> <li>• TFCO Purveyors</li> <li>• Peak Welfare and Foster Carer Associations</li> </ul>
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**Qualifications**

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- Essential
- Bachelor level (Masters desirable) qualification in Social Work, Psychology or equivalent, recognised in Australia.
  - Experience in a leadership role in Qld Child Protection Sector with an understanding of trauma and the complex needs of children in out of home care.

**Screening and Licences**

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- OzChild conduct interviews, reference checks and ensure the completion of satisfactory safety screening including National / International Police Check and Working with Children Checks relevant to the State or Territory that employment and undertaking of position occurs.
- Must be able to drive, provide and maintain a valid Drivers’ Licence.
- Gain Accreditation in the TFCO model and ensure practice adheres to model requirements.

**Skills and Experience**

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- Sound understanding and interest in behavioural work, particularly social learning theory and behaviour modification principles.
- In-depth knowledge an understanding of the principles and challenges of supporting vulnerable families and children who have experienced trauma as a result of abuse and neglect.
- Experience of implementing or delivering an evidenced based model (desirable).

- Advanced knowledge and experience of assessing and managing risk in a child protection context(essential).
- An understanding of cultural contexts and the unique needs of Aboriginal and Torres Strait Islander children.
- Demonstrated ability in the provision of supervision.
- Understanding of the broad range of issues impacting on the community services sector.
- Excellent communication, time management and organisational skills.
- Effective professional writing skills.
- Effective stakeholder management skills.
- Able to work flexibly, manage multiple priorities and work under pressure.
- Advanced computer skills, including the Microsoft suite and email, plus familiarity with web-based information management communication and accounting systems.

### **Mandatory Training**

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All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

### **Organisational Responsibilities**

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- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate effective working relationships with key stakeholders and functions of OzChild to enhance outcomes for clients, families and communities.
- Undertake all interactions with others in a culturally responsive manner, with sensitivity to cultural and linguistic diversity.
- Ensure Child Safety standards and the Standards of Care in Qld are understood and adhered to.
- Attend, lead and/or facilitate meetings, workshops, conferences and training as required.
- Ensure privacy and confidentiality are upheld at all times.
- Be familiar and comply with OzChild's Code of Conduct, policies, procedures and other work instructions as updated from time to time.
- Represent OzChild in a positive manner internally and externally including forums, meetings and training.
- Assist in the development of continuous improvement and service accountability initiatives as needed.

### **People Leader Responsibilities**

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- Ensure they comply with OzChild's Code of Conduct, policies and procedures;
- Model behaviours and demonstrate commitment to fostering an environment that motivates and supports OzChild People to strive to achieve their full potential and contribute to the achievement of OzChild's strategic objectives;

- Build on the capability and excellence of our workforce through proactive recruitment, advancement and retention strategies;
- Demonstrate fairness, transparency and accountability in decision making;
- Clearly articulate the expectations and ensure understanding by those OzChild People that report to them and their teams;
- Support and implement initiatives to enhance flexibility, inclusiveness and diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination;
- Educate and support OzChild People to ensure compliance with our code of conduct and commitment to cultural awareness and child safety;
- Through formal and informal engagement, dialogue, process and procedures, constructively and proactively enhance the performance of OzChild People that report to them and their teams;
- Ensure the individual career goals and personal aims of OzChild People are identified, promoted and achievement supported where relevant to role;
- Provide training and development opportunities to OzChild People that report to them and their teams to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position;
- Acknowledge and celebrate behaviour and achievement of OzChild People that advances and improves organisational performance and OzChild's reputation;
- Foster the use of technology and new ways of working to enhance collaboration, effectiveness and outcomes;
- Ensure the safety and foster initiatives to enhance well-being; of self and others;
- Develop and maintain effective and constructive communication with OzChild People and other persons;
- Delegate effectively, coach and mentor OzChild People;
- Treat any reports of or complaints of unfair treatment, discrimination, harassment and/or bullying sensitively and in accordance with OzChild policies and procedures; and
- Ensure they and the OzChild People that report to them and their teams have the necessary procedures, tools, systems and infrastructure to support OzChild People.

### **Safety and Wellbeing Responsibilities**

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Comply with the requirements of relevant legislation and related policies and procedures developed by OzChild which is not limited to but does include:

- Implement OzChild's policies and procedures, observing all legislative requirements and monitoring / reviewing safety and wellbeing performance within their area of responsibility;
- Demonstrate commitment to safety and wellbeing through participation in formal and informal monitoring, discussions, workplace inspections and audits, and including safety and wellbeing as an agenda item in program or area of responsibility meetings;
- Participate in the resolution of safety issues within their program or area of responsibility;

- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks Investigate all Incidents and/or Hazards within their program or area of responsibility;
- Engage with their Safety and Wellbeing Representative/s within their program or area of responsibility;
- Ensure the physical and psychological health and wellbeing of OzChild People is promoted and supported through programs and initiatives designed to enhance OzChild People wellbeing;
- Embed a culture whereby OzChild People are encouraged to discuss safety and wellbeing issues and concerns in a transparent and open manner;
- Provide such information, instruction, education and supervision for OzChild People that will enable them to perform their work in a safe manner and adopt behaviours that enhance the wellbeing of self and others;
- Initiate actions to improve safety and wellbeing within their program or area of responsibility;
- Participate in safety and wellbeing training and ensure OzChild People in their program or area of responsibility also participate in training obligations as required;
- Report any work related or non-work related injury or illness;
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work related and non-work related Health Condition/s.

**Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.**

*I have read and understood the position description.*

Team Member Name:

Team Member Signature:

Date:

Click here to enter a date.