

## Position Description

### Team Leader (SafeKIDS) – Family Reunification House

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| <b>Location:</b> | Cairns, Qld  | <b>Reports To:</b>   | Program Coordinator   |
| <b>Award:</b>    | Social, Community, Home Care and Disability Services Industry Award, Level 5 | <b>Salary Range:</b> | \$80,305 - \$83,941 per annum (above award, pro-rata for part-time) |
| <b>PD Date:</b>  | October 2020   |                      |   |

#### About us

Act for Kids is a prominent provider of free prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 25 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2019 - 2020 we provided services to 44,894 people, including over 29,000 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

Act for Kids provides a SafeKIDS program in the Far North Queensland Cape and Gulf areas. We operate safe houses in the remote Aboriginal communities of Aurukun, Doomadgee, Pormpuraaw, Napranum and Pormpuraaw for kids who have been removed from their families while the Department of Communities, Child Safety and Disability Services investigate child protection concerns. We also have a Family Reunification House, located in Cairns, that provides fully supported residential care for a large sibling group of children who are in the process of being reunified with their parents whilst giving additional support to the parents.

#### About our commitment

- Our vision is that all kids have a safe and happy childhood, free from abuse and neglect.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We prioritise working with Aboriginal and Torres Strait Islander peoples to grow our cultural expertise and deliver excellent services to children, families and communities.
- We endeavour to provide a work environment that ensures the health, safety and wellbeing of all team members is embedded in our everyday work practices.

#### About our values

At Act for Kids our exceptional organisational culture is aligned to our values. You will be part of a **team** that is **professional, ethical, caring, courageous** and **collaborative** and we expect you to demonstrate these behaviours throughout your career with us.

#### About the position

The Family Reunification House is a 24/7 service. There is an expectation that this role will be available on occasion to work weekends and evenings including sleepovers at the house when required, and participating in the on-call roster system to provide after-hours and weekend guidance to all of the safe houses should they require it. This is a role is dedicated to lead and deliver the therapeutic family reunification service model.

## ***Key responsibilities***

- (1) Leading a team of direct care team members in providing quality care to children placed with the service:
  - Providing a home environment for the children in the reunification house by looking after their emotional, physical, cultural, relational and spiritual needs.
  - Providing meals and a routine for children, access to school and learning activities, teaching children new skills and making fun leisure and recreational activities for children to engage in.
  - Responding calmly to stressful situations and children who are upset and who have difficult behaviours.
  - Helping to encourage positive relationships between the children and their family and be a good role model as a parent.
  - Being mindful of Aboriginal child rearing practices and how that translates to quality care of children the cultural context.
  
- (2) Working closely with the Houseparents, Program Coordinator, and in consultation with the Operations Manager with the day to day running of the house, including but not limited to:
  - Household purchasing and stock control.
  - Team member rosters and timesheets.
  - Household maintenance requests and tasks.
  - WH&S compliance.
  - Vehicle maintenance, cleanliness and safety.
  - Risk assessment of events and emergency preparations i.e. cyclone preparations.
  - Quarterly audit compliance (operations).
  
- (3) Working closely with the Houseparents, Program Coordinator, and in consultation with the Operations Manager with the day to day care of the children, including but not limited to:
  - Maintaining child files and ensuring all departmental documentation is in order.
  - Developing, implementing and reviewing care plans for individual children.
  - Composition of regular summary reports for Child Safety Services, Dept of Communities.
  - Leading and influencing team members in best practice strategies for caring for children in a therapeutic service model.
  - Identifying and acquiring child resources and child specific needs i.e educational toys, school needs.
  - Advocating for the needs and rights of the children.
  - Quarterly audit compliance (Practice).
  
- (4) Working closely with the other members of the team to keep within budgets, guidelines, policies and procedures and to record data and information about the running of the house:
  - Including the day to day cleaning and upkeep of the safe house environment.
  - Adapting to and working with the fluctuating circumstances and the varying needs of the house environment.
  
- (5) Other:
  - Uphold the imperative of quality care for children whilst maintaining the intent of the program to develop a local, sustainable service.
  - Continue to develop your cultural competency by working closely with the Cultural Advisor on developing, implementing and maintaining a cultural practice plan individualized to your development needs.
  - Work with all the family members involved in the reunification process.
  - Provide warmth and care to children of all ages who have been abused and neglected.
  - Build and maintain good relationships with Department of Communities, Child Safety and Disability Services, and other government, non-government and private agencies that work with families.

- Work with Act for Kids management and team members to develop a successful service in line with the therapeutic and cultural intent of the program.
- Comply with all Act for Kids policies and procedures.
- Maintain confidentiality and privacy in all matters relating to staff, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other staff to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous and collaborative*.

## About you

### Qualifications

- Hold or in process of completing a Degree in Community Services or other relevant field; or hold or in process of completing a Certificate IV in Child Youth & Family Intervention or other recognised qualification as outlined in the *Strengthening the Queensland Residential Care Workforce – Minimum Qualification Standards Information Sheet*;
- Hold the Hope & Healing Foundations Framework online training.

### Skills and experience

- Demonstrated skills and experience working within a trauma informed framework.
- Experience in managing disruptive behaviours and mentoring of employees through challenging situations to ensure children in the house are given the best level of care.
- Demonstrated ability to run a busy household.
- Demonstrated skill, ability and experience in caring for and raising children.
- Ability to maintain confidentiality about our work with children and families.
- A strong personal commitment to transparency and accountability.
- A good understanding of Aboriginal engagement.
- Knowledge about the child protection system and apply learnings in the workplace.
- Knowledge about child development, attachment and the effects of trauma on children and apply learnings in the workplace.
- Good problem solving and communication skills, both face-to-face and written.

### Other requirements

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Willingness to undergo and pass a Suitability Check to be engaged in the provision of care services by licensed out-of-home care service providers under the Child Protection Act 1999 and Child Protection Regulation 2011.
- Current driver's licence.
- Current Senior First Aid certificate or the ability to acquire one.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.