

Position Description

Position details

Position Title:	Direct Services Team Leader – Child, Youth and Families	Reports to:	Regional Manager
Team:	West Regional Team	Location:	Sunshine
Classification:	Level 7	Status:	Full time Position

The Organisation

The Victorian Foundation for Survivors of Torture Inc. (VFST), also known as Foundation House, provides services to advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

Established in Melbourne in 1987, Foundation House is non-denominational, politically neutral and non-aligned. It is constituted as a not-for-profit organisation managed by an elected Board of Management and is funded by the Commonwealth and Victorian Governments, philanthropic organisations and donations from private individuals.

Foundation House is a state-wide agency offering services in metropolitan, regional and rural areas. Offices are located in Brunswick (head office), Dallas, Dandenong, Ringwood and Sunshine. Services are also provided in partnership with other agencies outside of the metro area. With approximately 200 staff the organisation:

- Provides services to clients in the form of counselling, advocacy, family support, group work and complementary therapies
- Works with client communities and the sectors they interact with
- Offers professional and organisational development
- Advocates to governments for improvements to policies and programs
- Conducts and contributes to research

Working with approximately 5,000 clients a year a trauma recovery informed service model guides the integrated organisational structure which is comprised of the following areas:

- Direct (Client) Services
- Practice and Sector Development
- Community Capacity Building
- Corporate Services

Foundation House is committed to promoting and protecting the interests and safety of children and this is reflected in our organisational policies, protocols and staff development.

Mission

To advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

Position Description

Organisational Area Summary

Direct Services provides services to survivors of torture and other traumatic events in the form of counselling, advocacy, family support, group work, psycho-education, information sessions and complementary therapies. Direct Services comprises three regions (Western, Northern and South East), the Intake and Access Team, Complementary Therapies Team, Ucan2 and Rural and Regional Services. There is also Mental Health Clinic activity in each region and the General Manager Direct Services (GMDS) has overall responsibility for the provision of this service. The regional management units are responsible for the delivery of counselling and advocacy services to clients in their geographic regions. Services are delivered through onsite and outreach counselling and advocacy. As an organisation we also undertake comprehensive systemic work with organisations and agencies that provide assistance to survivors. Direct Services teams are currently located in metropolitan Melbourne with offices in Brunswick, Sunshine, Dallas, Dandenong and Ringwood.

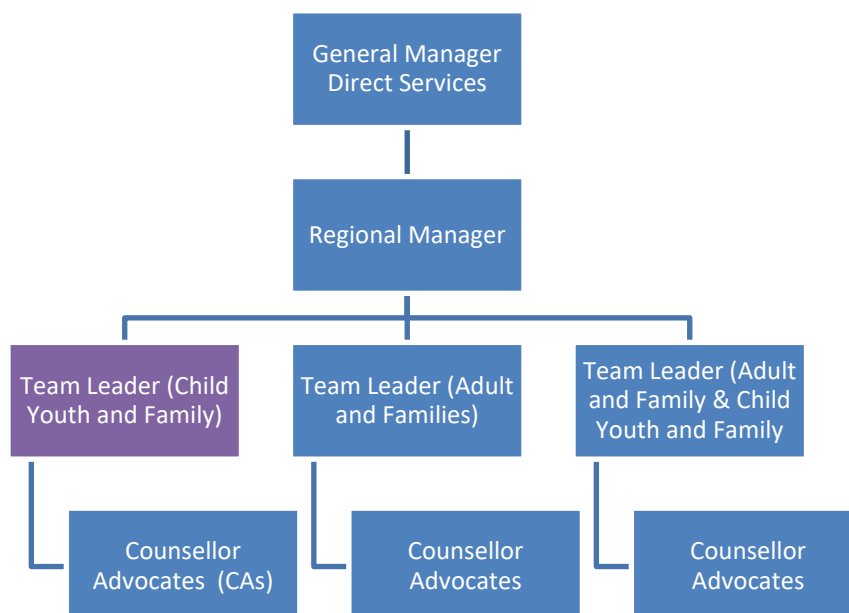
Position Summary

The Child, Youth and Families Team Leader as part of the leadership team is responsible for the delivery of high quality services to our clients through the effective line management, supervision and support of a team of Counsellor Advocates (CA) and a Senior Practitioner (SP). They are responsible for leading their team ensuring effective case direction and interventions, risk management and staff support that delivers service to clients in line with VFST's Integrated Trauma Recovery Service Model.

Scope & Dimensions:

Budgets: Nil

Number of staff: Between 5 -10



Key Responsibilities

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<p><u>Leadership</u></p> <p>Participate and actively contribute as a member of the Regional Leadership Team to support the achievement of regional operational objectives.</p> <ul style="list-style-type: none"> • Support the work of the Regional Manager and Team Leader colleagues. • Contribute to overall Direct Services strategy, operational objectives and the quality of service delivery through participation in regional leadership and Direct Services leadership meetings. Contribute to policy development, training and project activities as required, with a focus on children, young people and families. • Report to the Regional Manager on team operations, risk, performance and all issues affecting service delivery and outcomes. • As part of the leadership team, liaise with the Practice Development team on practice related issues including training needs, innovative practice issues and participation in practice review. • Facilitate and support Child, Youth and Family Program team meetings and collaborate cross regionally with other Team Leaders and program areas as needed.
<p><u>Quality Direct Services delivery</u></p> <p>Lead a team of Child, Youth and Family CAs in the delivery of high quality services to clients promoting access and ensuring service provision reflects the VFST Integrated Trauma Recovery Service Model.</p> <ul style="list-style-type: none"> • Identify emerging issues affecting quality service delivery outcomes and provide regular feedback and reports about such issues to the Regional Manager. • Monitor and manage service delivery including the management of referral and allocation processes, waitlist management and ensuring practices are consistent with standards of VFST policies and procedures. • Provide regular operational supervision to Child Youth and Family CAs to support and oversee case assessment and formulation, appropriate case direction and interventions informed by Foundation House Integrated Trauma Recovery Service Model. • Provide advice and direction in high risk and crisis cases as required, monitor and ensure appropriate risk assessment tools and interventions are utilised. • Monitor and review all target indicators, including completion of Penelope data and client records, and provide regular feedback as required. • Provide, monitor and review written psychological reports, where required, to ensure appropriate standards are met. • As required, undertake intake assessments, comprehensive psychosocial assessments and risk assessments for high risk and complex cases. • Assist where appropriate with CAs client work where additional support or expertise is indicated.
<p><u>Staff Management</u></p> <p>Lead, manage and effectively support a team of Counsellor Advocates to manage day-to-day work and practice, monitor and manage performance, resolve issues as they arise and escalate concerns to the Regional Manager where required.</p>

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- As part of management and support for staff, identify emerging issues for both staff and clients affecting program and organisational goals, and staff wellbeing.
- Identify opportunities for professional development of team members.
- Coordinate appropriate induction and training to support staff development.
- Seek advice and support, as appropriate, from the Practice Development team.
- Seek advice and support from Human Resources, and the Regional Manager in relation to people management and responding to human resource management issues.
- Meet regularly with team members, providing one on one operational supervision (at least fortnightly), undertaking case load review (monthly), facilitating assessment and formulation groups (monthly) and holding scheduled team meetings.

Intra-agency and External Network Relationships

Identify, facilitate and maintain effective relationships with stakeholders to promote and meet clients' needs.

- Develop, as needed, referral protocols and processes with appropriate external agencies.
- Participate in developing and/or conducting collaborative work practices with intra-agency programs and with external agencies.
- Monitor and support internal referrals to the Refugee Mental Health Clinic, the Complementary Therapies team and other program areas.
- Liaise with other regional Team Leaders from Direct Services and within the organisation as appropriate.
- Liaise with VFST Corporate Services and Practice and Professional Development Teams to obtain support and training for CAs as appropriate.

Administration & Reporting

- Monitor all administrative requirements for the Child, Youth and Families team in accordance with required agency standards in a timely and efficient manner.
- Develop and maintain effective administrative systems and processes.

Compliance

- Actively lead, coordinate and contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.
- Provide leadership in and ensure the staff team operates and delivers services consistent with Information Privacy, Equal Employment Opportunity, Child Safe and other regulatory compliance frameworks and consistent with VFST policies and procedures.

Health & Safety

Actively contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.

Personal Qualities

At Foundation House we are strongly committed to further developing and diversifying our work force as part of our strategic directions. We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

The Child Youth and Families Team Leader will have well developed leadership, communication and time management skills, working collaboratively with their team, managers and the broader organisation. They will be a supportive leader with a commitment to excellence in service delivery and professional learning and development, focusing on high standards of practice and efficiency. They will have extensive experience within the community, health and mental health sector and a genuine interest in working with vulnerable clients. They will be able to work autonomously and as a member of a multidisciplinary team and model appropriate behaviours and standards.

Selection Criteria

Qualifications:

Relevant tertiary qualifications in social work, psychology or a related discipline, with post graduate qualifications highly regarded.

Experience, Knowledge & Skills

1. Proven ability to lead and manage a team in the delivery of high quality and effective counselling and advocacy services to children, young people and families with a focus on mental health and trauma.
2. Well developed psychosocial assessment, formulation and case planning skills, including risk assessments for children, young people and families and experience supervising and supporting other staff in this.
3. Demonstrated knowledge and skills in providing effective, trauma informed and family centred therapeutic interventions including risk management, for children, young people and families who are presenting with psychological distress and/or mental health difficulties.
4. Excellent understanding of child development and impacts of trauma for children, young people and families.
5. Demonstrated ability to provide culturally competent and responsive services.
6. Excellent communication skills including relationship building capability with internal and external stakeholders, working effectively with your staff team and clients.
7. Good written and report writing skills.
8. Excellent planning, organisation and time management skills.
9. Good knowledge and skills in the use of IT, data and reporting systems.
10. Awareness of the external environment issues impacting on our work with clients (Government policy change, world events, education, health and settlement services systems and support) and/or previous engagement in human rights and social justice issues.
11. Upholds ethical behaviour, demonstrates integrity and credibility, and fosters open honest communication.

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Conditions of employment:

- VFST promotes the safety and well-being of children
- A satisfactory police check, WWCC will be required of the successful applicant.
- The position is in accordance with the Victorian Foundation for the Survivors of Torture Enterprise Agreement.
- This position will require some travel between sites and therefore the successful applicant must hold a current driver's licence.

Approval and Acknowledgement

Date PD last reviewed:	January 2021
PD Approved by:	General Manager Direct Services
Date of approval:	January 2021