

# Position Description

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## Team Leader

<b>Location:</b>	Cairns, Queensland	<b>Reports To:</b>	Program Coordinator
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award, Level 5	<b>Salary Range:</b>	\$82,781 - \$86,530 per annum plus superannuation (pro-rata for part time)
<b>PD Date:</b>	December 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 Kowanyama for kids who have been removed from their families while the Department of Child Safety Youth and Women 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 (FRH) is in Cairns, Far North Queensland. The Team Leader role is predominantly a 38hr Monday to Friday position, however, there is an expectation that you will be available on occasion to work weekends and evenings including sleepovers at the house when required. In addition to 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 role would suit an individual who has the dedication and experience to be a Team Leader within a therapeutic family reunification service model.

## **Key responsibilities:**

### **House Operations**

- Lead the provision of direct care and the creation of a warm, nurturing and culturally safe home environment for children and young people placed in the Family Reunification House, in alignment to the Hope and Healing Framework and all Act for Kids policies and procedures
- Lead a team of House Supervisors and Residential Support Workers and work closely with the Program Coordinator and Operations Manager on the day to day running of the Safe House, including but not limited to:
  - Understand and work to budgets when undertaking household purchasing and stock control.
  - Develop and manage team member rosters and timesheets in line with the budget.
  - Household maintenance requests and tasks.
  - Vehicle maintenance, cleanliness and safety.
  - Risk assessment of events and emergency preparations i.e. cyclone preparations.
  - Prepare and deliver audit compliance on Operations and Practice including for the Department of Child Safety Youth and Women and for HSQF audits.
  - Follow and promote all Act for Kids policies and procedures and comply with best practice Workplace Health and Safety.
  - Maintain confidentiality and privacy in all matters relating to team members, 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.
  - Work closely and lead other members of the team to keep within Program guidelines, policies and procedures and to record data and information about the running of the house.
  - Adapt to and working with the fluctuating circumstances and the varying needs of the house environment.

### **Child / Young Person Support**

- Lead a team of direct care team members in providing quality trauma informed care aligned to the Hope and Healing Framework to children placed with the service:
  - Provide a home environment for the children in the reunification house by looking after their emotional, physical, cultural, relational and spiritual needs.
  - Provide meals and including children and young people in the house routine.
  - Provide access to school and learning activities, teaching children new skills and planning fun leisure and recreational activities for children to engage in.
  - Responding calmly to stressful situations and children who are upset and who have challenging behaviours and/or high needs.
  - Helping to encourage positive relationships between the children and their family and be a good role model as a parent.
- Be mindful of Aboriginal and Torres Strait Islander child rearing practices and how that translates to quality care of children in the cultural context.
- Working closely with the House Supervisors, Program Coordinator, and in consultation with the Operations Manager with the day to day care of the children, including but not limited to:
  - Maintain child files and ensure all departmental documentation is in order.
  - Develop, implement and review care plans for individual children.
  - Composition of regular summary reports for Child Safety Services, Department of Child Safety Youth and Women.
  - Lead and influence team members in best practice strategies for caring for children

in a therapeutic service model.

- Identify and acquire child resources and child specific needs i.e. educational toys, school needs.
- Advocating for the needs and rights of the children.

### ***Social Environment***

- Lead the team in the creation and fostering of a warm, structured, secure environment and maintain an accepting and supportive relationship with family and community contacts of each young person.
- Participate in a positive manner in any internal and external case conferences, Department of Child Safety Youth and Women planning and review processes and other meetings as appropriate.
- Lead the team to collaborate with organisations to support each child and young person's placement plans, including community integration and eventual transition to family or alternative placement.
- Contribute to the ongoing development of appropriate expectations in conjunction with the Program Coordinator, case management team, residential staff and children/young people.
- Provide a positive leadership role model in conjunction with the House Supervisors and Residential Support Workers for each child/young person.
- Maintain the physical environment to an adequate standard that creates a sense of pride and warmth for children/young people living in the home.

### ***Leadership and Team***

- Uphold the imperative of quality care for children whilst maintaining the intent of the program to develop a local, sustainable service.
- Operate in a structured mentoring model aligned to the Hope and Healing Framework to assist in the capacity building of the team to provide trauma informed care:
  - Incorporating the Hope and Healing Framework in all care strategies for the children
- Provide values based leadership and support to the team in the care of all children and young people.
  - Participate constructively in and provide Dadirri (Supervision).
  - 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.
  - Support the team to 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 Child Safety Youth and Women, 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.
- Follow Act for Kids policies and procedures located in SharePoint and SafeKIDS procedures as outlined in the SafeKIDS Practice Manual.
- 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

- Tertiary qualification *would be well regarded*.
- 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.
- Hope and Healing Foundations Framework certificate.

### 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 Suitability Card for Child Related Employment (Blue Card registration) or provide evidence of exemption through professional registration.
- Willingness to undergo and pass a Suitability Check before engagement 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.