

# Position Description

## Brighter Futures Team Leader

Wesley Brighter Futures  
May 2021

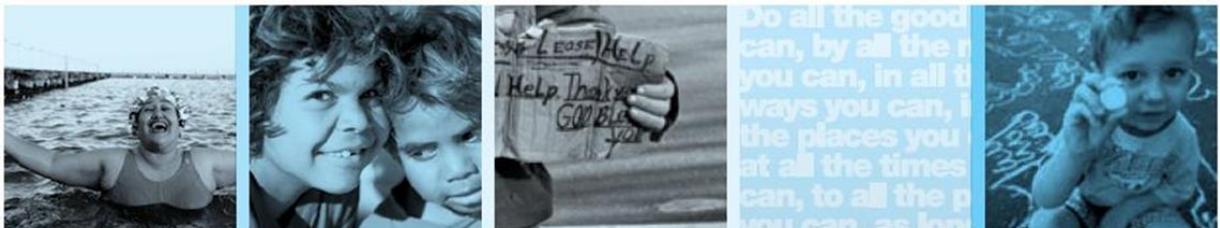
### Agreement

\_\_\_\_\_  
Signed – Manager

\_\_\_\_\_  
Signed – Employee

\_\_\_\_\_  
Date

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Date





# Team Leader

## Wesley Brighter Futures

### 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 Brighter Futures

Brighter Futures is funded by the NSW Department of Communities and Justice and is delivered across the state by non-government agencies including Wesley Mission. Brighter Futures delivers targeted, early intervention services to vulnerable families with children experiencing difficulties and at risk of entering or escalating within the statutory child protection system. The program provides services to families with at least one child aged under 9 years, or families expecting a child, by providing intervention and support that will achieve long-term benefits for children.

The Wesley Brighter Futures team is responsible for providing a professional culturally appropriate, child centred, family focused, trauma informed and strengths-based program. Brighter Futures’ tailored support services aim to build strong well-functioning families where children can live safe from abuse and neglect and have improved wellbeing outcomes. Tailored services include: case management, casework focused on parent vulnerabilities, structured home visiting, quality children’s services, parenting programs and brokerage funding. The service aims for:

- children to:
  - grow up in a safe, nurturing family environment
  - have enhanced health and education measures of wellbeing
- parents to:



- have the skills to reduce the risk of neglect or abuse of their children
- understand how to foster healthy development and resilience
- know how to access the support networks and the universal services available in the community
- develop the skills to manage vulnerabilities that contribute to risk.
- By applying targeted support, the Brighter Futures program aims to reduce:
  - the overall incidence of child abuse and neglect in the community.

### 3. Overview of role

The Team Leader role is responsible to:

- lead and be a part of a team providing a professional and collaborative child centred and family focused early intervention service to children and families to prevent issues escalating further which might put them at risk of entering the child protection system,
- support, supervise, and review caseworkers in delivering outcome focused collaborative plans with families,
- facilitate the acquisition, implementation and on-going development of caseworkers conceptual and behavioural skills required to achieve adherence to the Brighter Futures program,
- ensure caseworkers deliver the Brighter Futures program with continuous fidelity,
- uphold and champion the practice principles of the Brighter Futures Program,
- be an active, cooperative member of a multidisciplinary team to ensure best practice in targeted service provision, smooth transitions to integrated services, and to contribute to the ongoing development and evaluation of the Brighter Futures Program,
- develop a collaborative, creative and positive workplace culture with a focus on providing service to children and families,
- to work with and provide administrative support within deadlines to the Brighter Futures Program Manager,
- support Wesley Mission in providing a total service to the community.

### 4. Relationships

Reports to: Brighter Futures Program Manager

Direct reports: Brighter Futures Caseworkers

Other key stakeholders: Other Wesley Brighter Futures team members, and with NSW Department of Communities and Justice, Government and Non-Government agencies involved in the provision of services to Brighter Futures families.

### 5. Major role responsibilities

#### 5.1 Our clients

- Work within and coach Caseworkers to work within the Brighter Futures guidelines and practice principles:
  - be child centred, family focused, trauma informed, culturally appropriate, and strengths based,



- be flexible and reflect that family's needs are not static,
- work as a collaborative practitioner, displaying compassion, curiosity, acceptance, genuineness, predictability, deliberateness, and autonomy-promoting,
- engage families in relevant service delivery components,
- Support caseworkers through processes of contact, consent, assessment, case planning, service referrals, review and exit process for families on the team's caseload to ensure service provision is in line with the program procedures and practice framework, services guidelines and other Wesley Mission policy and procedures,
- Support Caseworker in effective practice through collaborative projects with families involving,
  - identify the purpose or reason for change, develop goals, and build motivation to work towards those goals,
  - explore and learn about what is needed to reach parental goals,
  - identify, evaluate and plan strategies that will help parents achieve their goals, and also support them in achieving desired changes,
  - support parents to implement their plan, monitoring progress and troubleshooting,
  - work to ensure that gains are maintained over time and contribute to growing parental self-efficacy and greater autonomy and independence,
- Support initial contact with families, involving briefings for risk analysis, preparation and contact,
- Work with caseworkers to engage families who have been referred to the program from NSW Department of Communities and Justice as well as from other partners, at times via a 'cold calling' engagement process;
- Support Caseworkers in identifying and providing service components, i.e. Safecare, structured home visits, brokerage, children's services and parenting programs.
- Support regular case review/ family conference meetings with Caseworker, and others parties as relevant (i.e. family members and other services involved), with the purpose of reviewing, planning and co-ordinating the work with family,
- Ensure client files are maintained accurately and up to date, following Wesley procedures and best practice, including statistical and/ or evaluative information in a timely manner as required,
- Support workers in identifying and responding to concerns for children's safety, welfare and wellbeing, as per the procedures and in consultation with the Program Manager, including:
  - exploring the concerns with the family,
  - making reports to the NSW Department of Communities and Justice in line with mandatory reporting legislation where necessary,
  - developing safety plans, in collaboration with family members to promote child safety,
- Work within the NSW Care and Protection Framework and follow Brighter Futures procedures, actively screening for children at risk of harm and reporting appropriately,
- Liaise and work with staff from referring agencies, and with other Government and Non-Government agencies involved in the provision of Brighter Futures services,
- Liaise with agencies identified 'Prescribed bodies' by the NSW Children and Young Persons Care and Protection Act, 1998 for the purpose of information exchange relating to the care and wellbeing of children involved in the Brighter Futures program,
- Maintain a working understanding of collaborative coaching, trauma informed, strengths-based, and solution focused approaches within the context of child protection concerns and best practice standards in the provision of effective services to children and families,



- Promote the delivery and adoption of evidence based practice within Brighter Futures with particular attention to the Brighter Futures Practice Framework and SafeCare.
- Use reflective practice and regularly engage in Group Supervision with your team,
- Be a strong ambassador for the Wesley Brighter Futures team.

#### 5.1.1 Performance Measures

- key relationships are functioning well
- achieve 90% client satisfaction
- achieve targets for SHV delivery
- Ensure home visiting occurs in accordance with the Service Provision Guidelines 2017
- Ensure casework is focused on parental vulnerability that has a specific outcome
- Ensure the child's voice is captured throughout the program and clearly documented
- achieve 'case plan goals achieve' targets
- evidence that MRG screening is used in practice
- File reviews show compliance to procedures and best practice
- Child protection reports are actioned as per the procedure and child protection reports and responses by Brighter Futures demonstrate:
  - Clear identification of the key issues impacting each child's safety, welfare and wellbeing,
  - Provides succinct yet thorough analysis of the key issues and rationale for decisions made, and
  - Contains thorough plans to address and/or resolve immediate and longer term safety and risk issues for each child.

#### 5.2 Our people (our team)

- Work closely with the Program Manager in supporting Caseworkers in delivering the Brighter Futures program and ensure services are delivered in keeping with the Service Specifications and the Brighter Futures Service Provision Guidelines,
- Provide regular clinical and reflective supervision to caseworkers with the purpose of:
  - supporting staff with key assessment analysis and casework decisions,
  - supporting staff in their practice and work with families,
  - line management, training and development etc,
  - supporting staff to identify issues/challenges in their work,
  - encouraging the development of reflective practice skills in caseworkers to improve service delivery & increase professional development
- Support staff through the worker safety risk assessment and check in process in relation to home visiting,
- Work with other Brighter Futures staff in the capacity development and program fidelity, including Program Manager, Practice Specialist, Practice Framework Coach, SafeCare Specialist, SafeCare coach
- Review session recordings to support staff development and program fidelity,
- Work with all team members of the Brighter Futures Program, including Volunteers and Administrative Staff,
- Regular attendance at allocation meetings, team meetings and other meetings as directed by the Program Manager,
- Work closely with the Program Manager around the recruitment and selection of new casework staff and program review and development,
- Induction, training, mentoring and competency assessment of new casework staff,



- Participate and at times lead session/s meetings including; team meetings, team building initiatives, conflict resolution, service review, planning and evaluation meetings,
- Ensure staff participate in ongoing training, staff satisfaction surveys and recognition activities,
- Proactively create and support and team culture of openness, continuous improvement, support and respect across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values,
- Create a team culture of inspiration and passion for Wesley Mission,
- Promote and ensure adherence to Wesley Mission brand by all members of the team,
- Work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model,
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required,
- Come prepared and engage in Supervision on regular basis with your Supervisor,
- Monitor and manage allocation of activities and resources to support delivery of Wesley Brighter Futures Business Plan,
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required,
- Set KPI's by department and for individual staff members and document within Employee Contribution and Development Plans,
- On a quarterly basis, conduct and document individual meetings with direct reports and facilitate feedback to ensure employee satisfaction and performance,
- Identify and recommend opportunities to increase team satisfaction,
- Attend all scheduled meetings.

#### 5.2.1 Performance Measures

- successfully achieved induction, orientation and mandatory training
- engaged with new practices, policies and procedures
- regular participation in Group Supervision sessions
- conduct annual Employee Development and Development Plans with all direct reports
- regular recorded Caseworker Supervision sessions
- effective documented worker home visiting risk assessments
- Fidelity to the Brighter Futures Program is achieved and maintained
- Participation in all relevant SafeCare meetings and events and promote the importance of the SafeCare program within Brighter Futures.
- key relationships with direct reports are functioning well.

### 5.3 Our operations

- Ensure when issues are identified the procedures are followed, including the use of the MRG and ROSH reports and responses are completed in line with procedures,
- Ensure services are delivered in keeping with the latest Brighter Futures Service Specifications and Service Provision Guidelines and Wesley Mission Brighter Futures procedures,
- Be aware of the need for and maintain confidentiality in all aspects of Wesley Mission's work and ensure that confidentiality is adhered to at all times,
- Commit to a continuing process of personal/ professional development and skills acquisition, including participating in annual performance appraisal and development process;



- On a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss,
- Ensure position descriptions for all staff are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities,
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc,
- Ensure the reputation and integrity of Wesley Mission is maintained at all time,
- Be involved in Brighter Futures program promotion with families and the broader community,
- Promote and participate in all meetings relevant to SafeCare and other evidence based parenting programs
- Oversee regular data collection, program evaluation and general administration for the casework team including monthly reporting against program performance measure;
- Maintain a working knowledge of and adhere to, The Children and Young Persons (Care and Protection) Act 1998), the Privacy Act and other relevant legislation
- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required by NSW Department of Communities and Justice,
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates,
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement,
- Contribute to evaluation and quality improvement of programs,
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor,
- Embrace new developments and technological innovations relevant to Wesley Mission's work,
- Maintain industry specific standards and standards as per Wesley Mission's quality assurance policies,
- Perform duties according to the Wesley Mission Vision and Values Statement, Human Resource, Work Health Safety and other relevant policy and procedure documents
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor,
- Exercise any other authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of agency expectations and standards at all times,
- Ensure that risk management principles are exercised; registers are maintained; risk are renewed annually; costs for risk mitigation strategies are included in business plans and budgets, and incidents of high or material risk are reported immediately to the General Manager, Superintendent and Senior Manager responsible for risk,
- Demonstrates an understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality,
- Demonstrates commitment to Continuous Quality Improvement and the Accreditation Process,
- Participates in the collection of information and data for quality improvement activities as required,



- Practices within the guidelines described in the Code of Conduct and Ethics and other Statutory requirement,
- Promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

#### 5.3.1 Performance Measures

- child protection reports and responses are actioned as per the policies and procedures, and demonstrate:
  - clear identification of the key issues impacting each child's/young person's safety, welfare and wellbeing
  - provides succinct yet thorough analysis of the key issues and rationale for decisions made, and
  - contains thorough plans created with the family to address and/or resolve immediate safety and risk issues for each child, where applicable,
- client files are accurate and up to date
- identified Work Health safety matters are dealt with and resolved with-in required timeframes
- Meeting Program Level capacity targets of 90%
- Meeting Program Level requirements of SafeCare
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- regular reporting requirements are met
- achieved working knowledge of:
  - funding guidelines
  - Wesley Mission employee handbook
  - relevant policy and procedures
- your Team meets performance measures targets
- identified Work Health safety matters are dealt with and resolved with-in required timeframes.

## 5.4 Our financials

- Adhere to established financial policies and procedures relevant to Brighter Futures;
- Encourage staff to implement environmentally positive work practices.
- Support all projects to be delivered to budget and seek opportunities to minimise expense wherever possible,
- Wesley resources are maintained and serviced as required,
- Commitment to retaining current funding through working within funding guidelines and providing a best practice service.

#### 5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- current funding maintained

## 6. Professional responsibilities

- As directed by your Manager, other activities to support the delivery of the Wesley Brighter Futures Business Plan and Wesley Mission Strategic Plan;



- 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.

## 7. Selection criteria

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

### Demonstrated behaviours

- Proven team leadership and management skills including: experience in supervision of staff; monitoring service provision to be in line with program targets and organisational policy and procedure, recruitment, induction and orientation of staff, performance management and team development,
- Working in collaboration, displaying compassion, curiosity, acceptance, genuineness, predictability, deliberateness, and autonomy-promoting
- Ability to problem solve, be creative, resourceful, strengths based and outcome focused,
- High level ability to liaise, develop and maintain relationships with professional groups including Community Services and other government and non-government stakeholders,
- Ability to work effectively with Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) organisations and communities,
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry,
- Ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative management style,
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude,
- Relates well to a range of people with sound listening and problem-solving skills,
- Displays emotional maturity and resilience.



### **Essential skills/knowledge**

- Tertiary qualification(s) in Psychology, Counselling, Social Work, Social Science or related fields,
- At least 4 years' experience in working with family, that involves the identification and analysis of safety and wellbeing concerns for children
- Sound understanding of the range of issues faced by vulnerable children and families in child protection and early intervention models of service provision,
- Demonstrated ability to engage families at the point of initial service contact, build relationships of trust and cooperation, problem solve and support planning
- Working knowledge of and commitment to evidence-based practice, trauma informed, child centred and family focused practice, collaborative, strengths based and solution focused practice,
- Commitment to continuous improvement and WH&S Principles,
- Experience in managing internal and external stakeholders to achieve set objectives,
- Experience in program implementation and evidence based programs
- Experience in managing fidelity of programs through recordings, group supervision and direct supervision methods
- Experience in managing organisational change
- Proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets,
- High level self-management and critical analysis skills,
- Demonstrable skills in conflict resolution and change management,
- Outstanding written and interpersonal skills, flexible, patient and ability to relate well to a range of individuals
- Proficient computer skills
- Current NSW or National driver's licence.

### **Desirable skills/knowledge**

- Working knowledge of the local child and family support sector for the area which you are applying
- Experience in SafeCare delivery, or other parenting programs
- Experience in managing electronic files and data bases
- An appreciation of the challenges involved in managing a diverse workforce within a not for profit environment.
- At least 2 years' experience in managing a team and developing team for superior performance.