

Position Description

Program or Function name:	Western Region- Family Law Services (FLS)
Role Title:	Team Leader: Family Relationship Services (FRC), Regional Family Dispute Resolution (RFDR) and the Family Law Pathway Network Project (FLPN)
Award Classification: (If relevant)	SCHCADS level 7
Primary office location:	Warrnambool, with outreach to Portland, Hamilton and Camperdown
Employment Status:	Full time
Reports to:	Manager South West Victoria

OzChild

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

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

The Team Leader works with the Manager of South West Victoria OzChild Services and provides leadership and management of the overall delivery and performance of all aspects relating to their respective teams/areas of responsibility. Specific aspects of this support include reviewing policy and practice and identifying program improvements to ensure the effective delivery of high-quality services to children and young people, their families and to carers/volunteers.



Included in the leadership and support of the delegated teams, the Team Leader provides mentoring, professional supervision and monitors team performance. The Team Leader will support the effective integration of FLS and ensure quality service provision, monitoring, and reporting outputs and outcomes.

The Team Leader of the FLS holds a case load and is responsible for role modelling and ensuring excellence in service delivery

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high quality services to children and young people, their families and to carers/volunteers.
- **We deliver innovative solutions:** Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired 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 and the Service Delivery and Program Teams by providing the necessary guidance, development, 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

Leadership/Management

- Ensure the team is delivering high quality, efficient, effective and client focussed service to families, children and young people by the provision of leadership, direction and support to the team. Ensuring the safety and wellbeing of all service users. This will require modelling a high level of independence, self-organisation and accountability.
- The role is responsible for coaching and regular supervision and annual appraisals for staff
- Ensure the programs operate consistently considering the funding and service agreements, meeting targets and is delivered in an accountable, professional manner in accordance with policy procedure, operational guidelines, and duty of care responsibilities. Ensure reports on the programs are provided to manager and funding organisation as required.
- Ensure organisational policies and procedures are communicated and understood by all staff and that compliance is monitored in all areas including leave and staff development and where required referral to the Manager, is made.
- Ensure a culture of teamwork, collaboration and trust is developed amongst team members, stakeholders and partner agencies.
- Organise, attend and facilitate regular team meetings. Ensure they meet their stated objectives and recorded in accordance with organisational expectation.



- Implement existing and newly formulated processes and policies in a timely and effective manner.
- Ensure Manager is informed of relevant issues or matters of concern as required.
- Build in evidence informed and based models of care with the aim of improving outcomes for the children and families that use our service.
- Take on particular projects as discussed and agreed with Manager.

Service Delivery

- Ensure where appropriate, programs are operated across program sites and across OzChild services.
- Promote the activities of the FRC, RFDR, FLPN programs, including the coordination and delivery of information sessions throughout the Western Region.
- Promote the FRC, RFDR, FLPN programs across local, regional, state and national networks and develop and maintain effective working relationships with relevant stake holders.
- Maintain an active awareness of local, regional and statewide issues that impact on the Family Law Sector for the FRC, RFDR, FLPN Programs.
- Ensure staff rosters are implemented so as the program is adequately staffed at times appropriate to the needs of the client group.
- Provide professional leadership, guidance and make informed decisions regarding the management of complex cases in conjunction with other partnership agencies as required.
- Ensure a culturally sensitive and appropriate service is being provided to Aboriginal and Torres Strait Islander children/young people and their families and families from CALD backgrounds.
- Ensure compliance with all requirements specified in the FRC, RFDR, FLPN funding agreements, including quality improvement, targets, performance data, practice standards, evaluation, reporting requirements and special projects.

Human Resource Management

- Participate in the recruitment, assessment, training, review and ongoing support and monitoring process for staff.
- Ensure that staff are developed, supported and coached to assist in performance development.
- Ensure that a focus on workplace is encouraged and that all programs have a system in place to minimise the risk of injury to clients, staff and volunteers.
- Provide supervision and support to program staff in accordance with supervision policies and standards.
- Monitor OH&S issues as they relate to staff and clients. Develop strategies to eliminate them and report them to the OH&S Representative and the Manager OzChild Services South West Victoria.

Quality Assurance and Continuous Improvement

- Participant in an organisational culture that prioritises quality assurance and embeds this in all program areas.



- Assist in the development of a culture of continuous improvement and service accountability.
- Represent the organisation and programs in a positive manner at forums and meetings with external agencies.
- Facilitate the implementation of external assessment and audit documentation processes as required.
- Maintain secure and accurate files and records.

Case Management Responsibilities

- Provide individual counselling, case management and support utilising a variety of intervention methods.
- Utilise a child focused service delivery model.
- Provide a safe, secure and educative environment that establishes and maintains positive child-parent relationships and promotes co-parenting.
- Participate in the establishment of a multi-disciplinary approach to individuals and families with attention to links with other child and family services and /or related services.
- Utilise a case management process which includes assessment planning, coordination, monitoring and referral mechanisms.
- Maintain accurate and timely records and statistics and case related processes in relation to service activities and databases.
- Ensure the provision of a timely, professional service response to clients seeking the services of OzChild’s South West Victoria programs, in line with service specifications and program requirements.
- Ensure that families, individuals and children are effectively linked relevant services internal and external services to improve outcomes.

Key Job Relationships

INTERNAL

- Colleagues
- OzChild broader staff group
- Leadership Team

EXTERNAL

- Clients and families
- Community Organisations
- Family Law Solicitors
- Other professionals
- FLPN Steering Committee and Chair

Qualifications

Education: A Tertiary qualification in Social Work, Psychology or a related discipline is essential. Graduate Diploma of Family Dispute Resolution, or equivalent, holding an Individual Family Dispute Resolution Registration Number with the Attorney Generals Department.



Essential:

- Individual Family Dispute Resolution Registration Number with the Attorney General's Department (AGD) Practitioner Registration Unit. The FDRP must meet the accreditation requirements set out in the *Family Law (Family Dispute Resolution Practitioners) Regulations 2008* and be able to issue section 60I certificates under the *Family Law Act 1975*.
- Satisfactory safety screening (Police and Working with Children Check).
- A current Australian Driver's Licence.

Desirable

- Counselling, Child Inclusive Practice, Parenting Programs, Leadership or Management Qualification, Occupational Health and Safety Training Course

Screening and Licences

- 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 and have access to reliable transportation.

Skills and Experience

The Team Leader for the FRC, RFDR, FLPN Programs will be selected based on the demonstration of appropriate competencies to provide quality assessment of and interventions that supports families with multiple and complex needs.

Competencies will include:

- Demonstrated experience in the delivery of Family Law Services, in particular post-separation, with skills in the areas of family dispute resolution, crisis intervention, counselling, assessment and problem solving for individuals and families.
- Strong support for the vision and work of OzChild.
- Commitment to and experience in networking and stakeholder relationship building
- Commitment to delivering Evidence informed and based models of service delivery
- Knowledge of relevant legislation and statutory provisions and frameworks.
- Experience in program and policy development.
- Demonstrated experience in complex family assessments.
- Experience working with at risk and vulnerable children and families.
- Demonstrated ability to liaise and develop relationships with families, volunteers, professionals and the wider community.
- Knowledge of relevant legislation and statutory provisions and frameworks.



- Other requirements as detailed in the *'Registration Standards for Community Service Organisations'* and any other requirements to meet funding agreements.
- Demonstrated management and leadership skills.
- Highly developed analytical and conceptualising skills.
- Highly developed oral, written communication and interpersonal skills.
- Highly developed change management skills and experience.

Mandatory Training

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

- 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, their families and other people significant to the client.
- Undertake all interactions with others in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
- Ensure Child Safety standards are understood and adhered to.
- Attend related 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

- Ensure they comply with OzChild's Code of Conduct, policies and procedures;
- Model behaviours and demonstrate commitment to foster an environment and conditions that motivate 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 their achievement supported;
- 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, and 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

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.

