

Position Description

Position details

Position Title:	Direct Services Team Leader	Reports to:	Regional Manager
Team:	Adult and Family	Location:	Sunshine
Group:	Direct Services	Hours:	0.8 EFT
Classification:	Level 7	Status:	12 month fixed term

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 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:

- Delivers 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
- Provides professional and organisational development to internal and external stakeholders
- Advocates to governments for improvements to policies and programs
- Conducts and contributes to research.

Working in partnership with thousands of clients, their families and communities a year, an integrated trauma recovery service model guides the agency under an organisational structure which is comprised of the following areas:

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

Vision

A world without torture and where communities respect, embrace and empower people from refugee backgrounds to thrive.

Purpose

To be a leader in delivering specialist trauma-focussed services that work with the strengths and resilience of refugees, their families and communities to rebuild lives shattered by torture and other traumatic events.



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Child and Family Safe

Foundation House is committed to promoting and protecting the interests and safety of children and actively plays a part in combating family violence; this is reflected in our organisational policies, protocols and staff development.

Organisational Area Summary

The Direct Services program of Foundation House provides services to survivors of torture and other traumatic events in the form of specialised counselling, individual and family support, groupwork, complementary therapies such as traditional herbal remedies, massage and other natural therapies. It operates across the three regions of metropolitan Melbourne and works in partnership with other organisations to deliver services in rural and regional areas. Direct Services is committed to delivering safe, effective, connected and person centred services to everybody, every time.

Direct Services program consists of the Intake and Access Team, Complementary Therapies Team, Ucan2, Rural and Regional Services, Adult and Family Program and Child, Youth and Family Program. Services are delivered both onsite and via outreach and in conjunction with other programs of the organisation such as the Schools Support, Community Capacity Building and Practice and Sector Development. All parts of the organisation are informed by the Integrated Trauma Recovery Service Model.

Direct Services teams are currently located in metropolitan Melbourne with offices in Brunswick, Sunshine, Dallas, Dandenong and Ringwood.

Position Summary

The Adult and Families Team Leader as part of the regional leadership team is responsible for ensuring and supporting the delivery of safe, effective, connected and person centred services to our clients via management, operational supervision and support of a team of between 5 to 10 Counsellor Advocates (CA) and a Senior Practitioner (SP).

This position requires responsive and effective leadership supporting CAs to deliver quality comprehensive assessments and appropriate therapeutic, trauma informed and trauma focussed interventions and client risk management within VFST's Integrated Trauma Recovery Service Model.

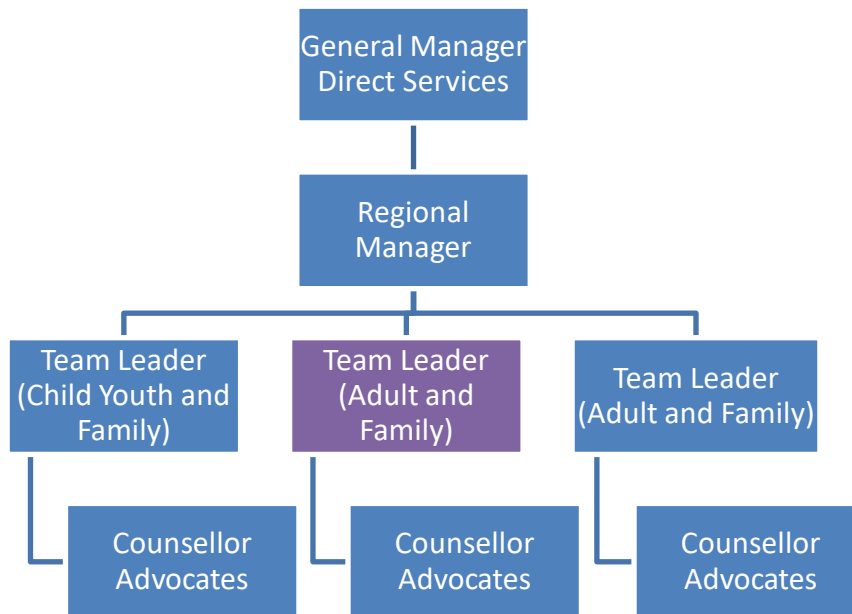
The Team Leader holds specialist knowledge and skills in trauma and mental health presentations for adults and in operating from a systemic and family centred approach. They support CAs to develop clear and well articulated formulations and to provide a wide range of interventions designed to address the psychological effects and social consequences arising from a client's past experiences of human rights violations. In addition to providing direct service work for individuals and their families, Team Leaders support the work VFST undertakes significant systemic work to support the development and responsiveness of service systems and policies to the needs of people of refugee backgrounds and their communities.

Scope & Dimensions:

Budgets: Nil

Number of staff: Between 6 -10

Position Description



Key Responsibilities

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<p><u>Leadership</u></p> <p>Participate as a member of the regional leadership team to support the achievement of regional operational objectives.</p> <ul style="list-style-type: none"> Actively 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 individuals 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 Adult and Family Program team meetings and collaborate cross regionally with other Team Leaders and program areas as needed. Acting Regional Manager Position as required.
<p><u>Quality Direct Services delivery</u></p> <ul style="list-style-type: none"> Lead a team of Adult and Family CAs in the delivery of safe, effective, connected and person centred services to clients, promoting access and ensuring service provision reflects the VFST Integrated Trauma Recovery Service Model. Provide regular operational supervision to Adult and Family CAs to support and oversee the comprehensive assessment of clients and their families, the development of clear formulations, appropriate case direction and interventions informed by the VFST Integrated Trauma Recovery Service Model.

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- Provide advice and direction to CAs to address client risk and respond to crisis cases as required, monitor and ensure appropriate risk assessment tools and interventions are utilised and reviewed.
- 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 where appropriate, and review written client comprehensive assessment reports to ensure appropriate standards are met.
- As required, undertake comprehensive psychosocial assessments and risk assessments for complex cases and /or where there is a level of high risk.
- Assist where appropriate, by working co-jointly with CAs where additional support or expertise is indicated.

Staff Management

- Lead, manage and effectively support a team of Counsellor Advocates to manage day-to-day work and practice, resolve issues as they arise and escalate concerns to the Regional Manager where required.
- As part of management and support for staff, identify emerging issues for both staff and clients affecting program and organisational goals, and staff wellbeing.
- Monitor and review all target indicators, including completion of client data and health records on our client record system, Penelope. Provide regular feedback as required to both the Regional Manager and staff.
- Performance manage CAs when needed to address issues arising
- 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.

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<ul style="list-style-type: none">• Liaise with VFST Corporate Services and Practice and Sector Development Teams to obtain support and training for CAs as appropriate.
<p><u>Administration & Reporting</u></p> <ul style="list-style-type: none">• Monitor all administrative requirements for the allocated team in accordance with required agency standards in a timely and efficient manner.• Develop and maintain effective administrative systems and processes.
<p><u>Compliance</u></p> <ul style="list-style-type: none">• 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.
<p><u>Personal</u></p> <ul style="list-style-type: none">• Participate in Foundation House’s staff development and review plan process• Work to an annual work plan• Be an active participant in team meetings to maximise contribution to the work of the team• Participate in all staff, group and other relevant meetings.• Work to ensure professional and cooperative working relationships within own team and with other departments across the agency• Participate in identifying quality improvement initiatives and strategies• Attend and participate in all training opportunities identified for the role• Liaise with and seek senior advice as required.
<p><u>Additional</u></p> <ul style="list-style-type: none">• Undertake reasonable travel following the duties of this position.• Perform any other duties as directed by the organisation within the scope of the classification• Perform all other reasonable duties as directed by the GM Direct Services and the CEO.
<p><u>Health & Safety</u></p> <p>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.</p> <ul style="list-style-type: none">• Liaise with OHS site officer to ensure health and safety concerns are raised and addressed as needed
<p><u>Child and family safety</u></p> <p>Actively contribute to upholding Child Safe Standards and measures to combat family violence by being aware of applicable policies and procedures and applying these when relevant.</p>

Personal Qualities

At Foundation House we celebrate multidisciplinary teams and value the rich skills and experiences brought by people from a range of sectors and professional backgrounds.



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The Adult and Family Team Leader will have well developed leadership 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 issues of social justice, human rights and 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 adults and families with a focus on mental health and trauma.
2. Advanced psychosocial assessment, case formulation and case planning skills, including risk assessments for individuals and their families, including child risk, and experience supervising and supporting other staff in this.
3. Demonstrated knowledge and skills in providing effective, trauma informed, and family centred therapeutic interventions for individuals and their families who are presenting with psychological distress and/or mental health difficulties
4. Advanced understanding of the impacts of trauma for adults, families and their communities.
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, client health data and reporting systems.
10. Knowledge of the contextual factors – historical, social, cultural and political – past and present which influence impact of traumatic events and choice of intervention.
11. Upholds ethical behaviour, demonstrates integrity and credibility, and fosters open honest communication.

Prerequisites of employment

- Satisfactory police check
- Signing and abiding by the Foundation House Child Safe Code of Conduct
- Working with Children Check (WWCC)
- COVID-19 vaccination
- Current Victorian driver's licence
- Head office is in Brunswick and travel is required to this site from time to time.
- The right to live and work in Australia.

Position Description

This position is in accordance with the Victorian Foundation for the Survivors of Torture Enterprise Agreement.

Approval and Acknowledgement

Date PD last reviewed:	July 2021
PD Approved by:	General Manager Direct Services
Date of approval:	20th July 2021