

POSITION DESCRIPTION

Position:	Operations Team Leader - Mid North Coast (MNC)
Hours:	As per Contract
Salary:	SCHADS Award Grade 6
Terms of engagement:	As per Contract
Reports to:	MNC Program Manager
Direct Reports:	Interim House Leaders, Complex Needs/Transitional House Leader, SIL Coordinator and Family Supports Supervisors
Qualifications/Skills:	Diploma or Degree in Community Services-Welfare/Social Science or other relevant qualifications
Vision:	<i>Inspiring People to Thrive</i>

Benefits:

- CASPA actively supports staff to have a healthy work life balance
- Free gym membership to support your wellbeing as well as a fully established team of therapists and clinicians for your personal wellbeing support
- Access to internal and external training opportunities and workplace mentoring including you own team clinical supervision sessions every month.
- Great professional development opportunities for those who want career progression
- An [Employee Assistance Program](#) a free and confidential counselling service



- As a not-for-profit organisation, our employees are able to take advantage of salary packaging to receive up to \$15,900 of their salary tax-free, as well as additional meal and entertainment benefits

Advantage Salary Sacrificing – to find out more visit www.salary.com.au

Key Responsibilities:

- Provide direction, coordination, and support to Transitional and Interim House leaders, SIL Coordinator and Family Support Supervisors
- Active supervision of direct report staff
- Development and implementation of young people schedules in consultation with stakeholders and MNC Operational Manager
- Development and implementation of Care Plans with stakeholders
- Support Interim, SIL and Family Support Supervisors in the development, implementation, and maintenance of residential care rosters
- Oversee House Leaders, Supervisors and Coordinators, in the orientation of new staff
- Oversee the administration support for the residence in conjunction with the House Leaders
- Compliance with WHS Act

DUTY STATEMENT – MNC Team Leader

Your main duties will be:

Provide direction, coordination, and support to the Therapeutic Programs, SIL Program Leaders and Family Support Supervisors

- Up skilling new and existing House Leaders/Coordinators and Therapeutic Care Workers/SIL Mentors (where required)
- Engage staff in reflective practice
- Support monthly team meetings and clinical sessions, and support House Leader/SIL Coordinator, MNC Support Supervisor to follow up on any non-attendance by team members
- Maintain a thorough knowledge and understanding of CASPA's Therapeutic Framework, Policies and Procedures, Residential Care Operations Manual, young person schedules and young person Support Plans to continually monitor the performance and adherence to plans by staff
- Partake in updating and improving policy, process, and practice
- Train House Leaders/Coordinators/Supervisor and staff in new IT procedures
- Act as a positive role model with children and young people, colleagues and carers

Active supervision of Support Supervisor, House Leaders and SIL Coordinator

- Conduct regular formal supervision of direct reports
- Provide opportunity for debriefing and problem solving
- Monitor shift handovers and checklists ensuring documentation requirements are occurring

Development of young people schedules and Support Plans with caseworkers and ensure implementation

- Work with House Leader in conjunction with caseworkers to ensure young people schedules and Support Plans are developed
- Work with Houseleader to develop and co-ordinate schedules for young people (including options and flexibility), ensuring activities are resourced and actioned
- Work with Houseleader to develop and maintain case plans in conjunction with Case Workers and Houseleader's and ensure plans are distributed to all relevant staff and implemented consistently
- Work with Houseleader to ensure a homely environment is provided for children and young people residing in each residential unit

Induction and Orientation of new staff

- Work with Houseleader's to ensure Therapeutic Care Workers complete induction tasks and workbooks
- Arrange shadow shifts for new Therapeutic Care Workers until they are familiar with CASPA practices
- Conduct 6-month probation reviews for new staff if required
- Work with Houseleader's to ensure probation reviews are completed for Therapeutic Care Workers
- Participate in recruitment interviews as required

Administration Support for the Residences

- Be actively involved in the implementation of therapeutic case plans for children and young people in residential care
- Ensure complaint mechanisms enable young people to complain with dignity, that confidentiality is maintained, and that the young people are heard and respectfully treated
- Supervise the distribution and use of petty cash
- Take responsibility for ensuring there is appropriate administration and recording of any medications given to the children/young people
- Receive communications (by phone, email or document) from CASPA administration staff and ensure team members are aware of contents
- Communicate regularly with Caseworkers and CEO

Contribute to the work of CASPA

- Adhere to the Children's Charter of Rights and UN Convention rights of the Child
- Abide by the rules of the Children and Young Person's Care and Protection Act
- Promote the profile of the organisation
- Work with other people in the organisation to develop the function of CASPA
- Uphold the sentiments of CASPA's vision and mission statements
- Use best practice principles when working with children and young people
- Effectively provide services to children and young people in an environment which is friendly and supports their life transitions focusing on strengths and abilities
- Use effective liaison and consultation within CASPA, the sector and the broader community
- Develop, maintain and liaise with interagency and stakeholders
- Assist with file audits to ensure that the agency is meeting all accreditation requirements

Administration, report writing and compliance responsibilities

- Complete all documentation and communications in an accurate, professional and timely manner meeting legislative requirements and CASPA's expectations.
- Comply with CASPA's organisational policies and procedures.
- Work with the Quality and Compliance division to ensure compliance to audit requirements.
- Relate to other services in a professional manner and work collaboratively in the interests of young people
- Microsoft software suite to be utilised for daily administrative and other tasks.

Contribute to a positive team culture

- Advocate for clients and carers where applicable
- Attend and positively participate in team meetings and staff development opportunities
- Take responsibility for giving and receiving feedback within the team setting
- Uphold team decisions
- Instruct and positively participate in regular team meetings, group supervision and training.
- Take responsibility for giving and receiving constructive feedback within the team setting.
- Utilise team peers to ensure best practice in participant service provision.
- Work with and support marketing team in developing marketing plans and content
- Follow CASPA policies and procedures to comply with the Fair Work Commission and National Employment Standards.

WHS responsibilities

- Understand, comply and observe the principles of the WHS Act.
- Observe safe work practices.
- Report hazards and incidents.
- Work cooperatively with all staff to maintain a safe and secure environment

Other duties as required by the organisation

Selection Criteria

Essential

- A comprehensive understanding of the Children and Young Persons Care and Protection Act and Regulations
- A thorough understanding of the demands of Statutory Out-of-Home Care
- Ability to support staff working in difficult conditions, including vicarious trauma related matters
- Demonstrated excellent written and oral communication skills
- Demonstrated leadership skills including conflict resolution and effective communication
- Demonstrated ability to relate to children and young people who have suffered early childhood trauma and neglect

Desired

- Significant Rostering experience
- Frontline youth work experience

Criminal History Checks and applicable vaccines (subject to employment location) are requirements for employment at CASPA. Working with Children checks and consent to being enrolled on agency child protection registers (subject to employment location) will be required for identified roles working within child protection services.

I acknowledge that I fully understand the job description above and accept the duties of the position as stated.

Signed: Date:

Print Name