

## Family Safety Team Leader Client Services Team

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration, and other appropriate assistance to people from a refugee background, migrants, and other people of concern.

ARA promotes a holistic approach to the needs of people from a refugee background and sees the final goal of settlement as full participation in the social, economic, cultural, and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as well as the requirements of their own Position Description.

### 1. REPORTING RELATIONSHIPS

- The Family Safety Team Leader reports to and works under the general direction of the Client Service Programs Manager.
- The Family Safety Team Leader works closely in collaboration with the Client Services leadership team, including the Client Service Programs Manager, Intake and Triage Coordinator, Practice Supervisor, Health & Wellbeing Team Leader, and Settlement Case Work Team Leader.
- The Family Safety Team Leader will receive practice supervision and mentoring support from the Practice Supervisor while undertaking family safety case work.
- Direct reports:
  - Family Safety Senior Case Manager (DFV)
  - Family Safety Case Manager (DFV)
  - Family Safety Case Manager (EASE)
  - Family Safety Case Manager (MFSS)
  - Students on placement with the Family Safety team.

### 2. ROLE SUMMARY

The Family Safety Team Leader plays a crucial role in leading and managing a team of Family Safety case managers and case workers to provide support and assistance to refugees and recently arrived migrants at risk of or experiencing domestic and family violence.

ARA's Family Safety programs offer direct support, information, and referrals to services that can help people from refugee and migrant backgrounds to address family relationship issues, domestic & family violence, child safety, and child health and wellbeing. Our Family Safety programs are culturally sensitive and client focused/family oriented, work towards outcomes centered on client strengths, and are responsive to the impact of trauma on our clients' lived experience. We engage and consult with refugee and migrant communities to co-design programs that are easily accessible and responsive to community needs.

ARA provides Family Safety programs at different levels and stages, including: early intervention and response, family and parenting support programs to build parenting skills and capabilities, and holistic and intensive case managed support to people experiencing domestic and family violence, including crisis intervention when required.

# POSITION DESCRIPTION

The Family Safety Team Leader plays a pivotal role in ensuring that clients receive appropriate and timely support as they continue their journey of settlement in a new country.

## 3. KEY RESPONSIBILITIES

The main responsibilities and tasks for this role include:

### Leadership and Supervision

- Leading and supervising a team of family safety case managers, case workers, and students on placement, to ensure effective service delivery.
- Providing guidance, support, and mentorship to team members in their roles.
- Overseeing the development and implementation of individualized work plans and KPIs for team members, monitoring workloads and achievement of KPIs.
- Ensuring compliance with relevant policies, procedures, and funding requirements.
- Participating in the recruitment, training, and performance evaluation of team members.
- Contributing to the development of strategic initiatives to enhance the quality of family safety service case work.
- Monitoring and reporting on key performance indicators related to family safety outcomes.
- Engaging in and coordinating continuous professional development activities to keep team members informed about best practices in family safety services.

### Family Safety Case Management

- When time permits and demand requires, assume responsibility for a part-time family safety client case load.
- Participate in regular team meetings, case discussions, case conferences, case studies, and professional development activities.

### Collaboration

- Collaborate with the Intake and Triage Coordinator to ensure the timely allocation of client cases and case work to family safety case managers and case workers.
- Contribute to the development and implementation of Family Safety team capacity plans, to balance resources and demand for Family Safety services.
- Contribute to the development of culturally sensitive resources and materials related to family and domestic violence prevention, including cross-cultural workshops for CALD and mainstream service providers.
- Collaborate with other ARA client services and programs to promote holistic support for clients.

### Stakeholder Engagement

- Engage with Family Safety program funders and stakeholders to share information, establish referral pathways, and increase CALD community participation in ARA's family wellbeing and safety programs.
- Participate in expos, forums, and conferences as appropriate and relevant to support and promote ARA services.

### Reporting

- Provide regular updates to your line manager on service delivery in line with departmental and individual work plans.
- Report any significant issues or concerns to your Program Manager immediately.

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## POSITION DESCRIPTION

- Prepare reports for funding bodies in accordance with specified timeframes, service performance targets and expected project outcomes.
- Provide accurate timesheets and mileage records for your manager's approval.

### Other

- Participation in organisational team meetings and events.
- Other duties as requested by your manager, commensurate with the skills, experience and requirements of this Position Description.

## 4. SELECTION CRITERIA

This position requires strong leadership abilities, excellent communication skills, cultural sensitivity, and a deep commitment to supporting vulnerable people.

### Qualifications:

- A tertiary degree in Social Work or similar.

### Required skills:

- Excellent leadership and team management abilities.
- Strong communication and interpersonal skills.
- Proven ability to work effectively with individuals from diverse cultural backgrounds.
- Sound understanding of family safety issues and challenges faced by migrants and refugees settling in Australia.
- Proficient in complex DFV case management and client support services.
- Ability to provide guidance and support to a team of case managers and case workers.
- Adept at problem-solving and decision-making in complex situations.
- Strong organizational and time management skills.

### Required experience:

- At least 2 years' prior experience in a leadership role within a social or community organization providing family safety or similar services.
- Demonstrated experience in providing direct client support and case management services.
- Experience in developing and implementing programs to support the settlement of refugees and migrants.
- Proven track record of establishing effective working relationships with community partners, government agencies, and other stakeholders.
- Experience in staff supervision, training, and performance evaluation.
- Familiarity with relevant legislation, policies, and procedures related to family safety and DFV support services in Australia.

### Personal Attributes:

- Strong ethical practices with a specific commitment to:
  - ARA's Code of Conduct and Service Standards;
  - Equal Opportunity and Anti-discrimination;
  - Social and cultural inclusion;
  - Confidentiality and privacy;
  - Work Health & Safety; and
  - Trauma informed and client-oriented service provision.

## POSITION DESCRIPTION

### 5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with ARA WH&S policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Ensuring own action or lack of action does not place own safety or that of others at risk.
- Maintenance of a safe working environment in all locations.

### 6. SPECIAL CONDITIONS

- Must have evidence of Australian residency or right to work in Australia.
- Must have a current and valid Working With Children Check that shows you are able to work with children in South Australia.
- Must have or be willing to obtain a Child Safe Environment training certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.
- Must hold a current driver's licence.
- Must own a roadworthy vehicle that is registered and has minimum third party property insurance and be able to use this for work purposes.
- Must be willing to work in various locations within the metropolitan area.
- Must be willing to participate in occasional after hours work.

### 7. ACKNOWLEDGEMENT

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Manager Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_