

## Position description

Title of the role:	Team Leader – Youth Care Program
Classification:	SCHADS Level 4
Schedule	B
Program Area:	Youth Care Program
Location:	Townsville
Reports to:	Program Coordinator – Youth Care Program
Last Revised:	January 2024

## About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

## Our Values

### Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

### Acceptance:

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

### Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

### Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

## Participation:

We promote participation and transform lives and communities  
We value the expertise and contribution of everyone we work with  
We build knowledge and lead conversations

## Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

## Position Summary

Wellways offers case management and high-quality out of home support services for children and young people within Youth Care Program guidelines.

Working under the leadership and guidance of the Program Coordinator – Youth Care Program, the Senior Youth Care Program Support Workers act as a role model and mentor for trauma informed care in line with Child Safety Principles and pathways and provides direct management and supervision of a team of Support Workers – Child Safety. In addition to these leadership and supervisory responsibilities, the Senior Child Safety Support Workers provide case management / coordination for a small case load of young people ensuring all services delivered are in accordance with their care plan and within budget.

Specific accountabilities include:

- Act as a role model and mentor for a proactive culture that delivers trauma informed care in line with Child Safety Practice principles and Pathway
- Provide supervision to Youth Care support worker staff (minimum three-monthly face to face)
- Support staff to implement care/support, cultural and transition plans
- Provide guidance to support workers on domestic chores
- Provide case management/coordination and advocate for a small case load of young people ensuring all services are delivered according to the established care plan and budget – all children receive 10 hours case management/coordination per week
- Provide direct support to children and young people in the program
- Ensure cash cards are topped up weekly and maintained
- Ensure all client records and House folders are appropriately kept, with all documentation completed within specified timeframes. Undertake regular file audits
- Complete fortnightly property inspections and report all maintenance/repair requirements to Property Coordinator
- Ensure cultural and transitional plans are developed, monitored and reviewed
- Ensure prompt reporting of incidents and complaints to Program Coordinator

Refer to Attachment 1 for a reference to the overall regional structure in the North Queensland Region and for the relationship lines in context of the role.

## Responsibilities

Key Functions	Key Performance Indicators
<b>Deliver high quality services for young people</b>	<ul style="list-style-type: none"> <li>• Provide high quality Youth Care services (case management / coordination) for a small case load of young people</li> <li>• Ensure cultural and transitional plans are developed, monitored and reviewed in line with participant needs</li> <li>• Deliver services in line with the agreed care plan and budget</li> <li>• Advocate for the young person in review meetings</li> <li>• Ensure all Youth Care services are delivered in line with Program principles and pathways, and meet all departmental quality standards</li> <li>• Create a culture of continual quality improvement and actively participate in practice reflection and learning</li> <li>• Participate in regular internal audits to support and maintain a high quality of service delivery and ensure compliance</li> <li>• Act as key point of contact for Department in relation to young people in our care</li> <li>• Work with organisational support teams to ensure all licensing requirements are met</li> <li>• Undertake after hours on call for Youth Care program in the region, on a regular roster</li> </ul>
<b>Manage people and lead a team of Support Workers – Youth Care</b>	<ul style="list-style-type: none"> <li>• Act as a role model / mentor to a team of Youth Care Support workers</li> <li>• Provide Supervision to a team of Youth Care Support Workers, face- to face (at minimum 3 monthly) and through other channels</li> <li>• Support staff to implement care/support, cultural and transition plans</li> <li>• Provide guidance to support workers on domestic chores</li> <li>• Actively engage Youth Care Support workers in practice reflection and learning</li> <li>• Support the ongoing development of Youth Care Support Workers and ensure learning and development plans are in place, actively monitored and formally reviewed</li> <li>• Recruit Youth Care Support workers, using Wellways employment processes, ensuring that each staff member is appropriately orientated, supported, supervised and developed</li> <li>• Ensure all Youth Care staff meet minimum compliance requirements (pre-employment screening and minimum qualifications) with appropriate supporting evidence</li> <li>• Ensure all Youth Care Support Workers are familiar with incident reporting processes</li> <li>• Contribute to the effective implementation of a Youth Care workforce development strategy in collaboration with others</li> </ul>

<p><b>Work as an effective Team Member</b></p> <p>Working as an active member of the Youth Care team, contribute to the achievement of program goals and the application of best practice frameworks</p>	<ul style="list-style-type: none"> <li>• Support an effective regional Youth Care team based on an ethos of collaboration and co-operation and mutual support</li> <li>• Support for, and ongoing development of, an environment based on shared accountability and effective knowledge sharing</li> <li>• Role model Wellways values and behaviours and champion Wellways practice principles and program pathways within the Youth Care Program</li> <li>• Take the lead in program/House &amp; stakeholder meetings, service planning, case management / case coordination sessions</li> <li>• Contribute to and participate in, the review of prepared budgets for each child/house and review Finance generated invoices before submission</li> </ul>
<p><b>Maintain Quality</b></p> <p>Maintain a high level of program quality and drive continuous improvement within the Youth Care program</p>	<ul style="list-style-type: none"> <li>• Ensure all client records and House folders are appropriately kept, with all documentation completed within specified timeframes.</li> <li>• Undertake regular file audits and implement corrective actions where needed</li> <li>• Complete fortnightly property inspections and report all maintenance/repair requirements to the Property Coordinator.</li> <li>• Ensure prompt reporting of incidents and complaints to Program Coordinator</li> <li>• Ensure compliance with licensing requirements including Youth Care Support Worker minimum qualifications; pre-employment screening checks; notifiable incidents</li> <li>• Maintain safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> <li>• Evaluate and report against Youth Care program performance, staff/team performance and participant satisfaction</li> <li>• Monitor processes to ensure the quality of service delivery and data integrity</li> <li>• Manage and contribute to the investigation of participants' complaints regarding delivery of services</li> <li>• Support the ongoing development of quality systems and standards and research and evaluation activities to support enhanced program delivery</li> </ul>
<p><b>Organisational Alignment</b></p> <p>Work with key stakeholders to achieve organisational and Youth Care program goals and practice principles</p>	<ul style="list-style-type: none"> <li>• Support the development, and champion, the implementation of local systems and processes that fit within a whole-of-organisation context to ensure trauma informed care within the Youth Care practice principles</li> <li>• Support organisational consistency of systems and processes wherever possible</li> <li>• Support the reputation of Wellways as a preferred provider</li> <li>• Foster effective communication and maintain positive relationships with internal and external stakeholders</li> <li>• Ensure that the Youth Care services provided, reflects the core values of Wellways</li> <li>• Engage in ongoing consultation with participants, their families and friends</li> </ul>

	<ul style="list-style-type: none"> <li>Enhance the capacity of Wellways to report on and publish Youth Care service / program innovations and evaluations</li> </ul>
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## Essential Requirements, Knowledge, Experience and Skills

<b>Qualifications &amp; Essential Requirements</b>	<ul style="list-style-type: none"> <li>Certificate IV in preferred course, or above</li> <li>Completed Hope and Healing training</li> <li>Current Driver's Licence and the ability to undertake regular travel</li> <li>Satisfactory Police Records Check</li> <li>Working with Children's Check – Blue Card</li> <li>Yellow Card or NDIS Worker Screening check</li> <li>Youth Care and Personal History Screening Check (Licensed Care Service)</li> <li>Right to work within Australia</li> <li>Available to participate in out of hours activities, as required, to deliver on key role requirements and outcomes</li> </ul>
<b>Technical Knowledge and Experience</b>	<p>Required:</p> <ul style="list-style-type: none"> <li>Experience &amp; expertise working with young people in out of home care</li> <li>Experience in co-ordinating and leading a team of support workers providing out of home care services</li> <li>An ability to establish and maintain effective partnerships including liaison, mediation, negotiation and consultation with various stakeholders including clinical services and other service providers</li> <li>An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD and LGBTQIA indigenous backgrounds</li> <li>Demonstrated commitment to continuous improvement and evidence-based practice</li> </ul>

<b>Skills</b>	<p><b>People Leadership</b></p> <ul style="list-style-type: none"> <li>• Demonstrated understanding of, and commitment to Wellways values and Youth Care practice principles.</li> <li>• Demonstrated staff management skills, including providing high quality supervision</li> <li>• Demonstrated experience in the ability to lead, motivate and coach staff and resolve conflict.</li> <li>• Ability to inspire and lead a team in the delivery of high quality services to young people in out of home care</li> <li>• The ability to communicate and model a vision that generates enthusiasm and commitment.</li> </ul> <p><b>Staff Management</b></p> <ul style="list-style-type: none"> <li>• Demonstrated ability in developing and managing people in a way that ensures maximum participation and potential.</li> <li>• The ability to seek innovative, action-oriented solutions.</li> <li>• The ability to identify potential issues and setbacks and guide colleagues to optimise outcomes.</li> <li>• Perceptive, intelligent and able to reason through problems.</li> <li>• Trusting of one's own ability and being able to listen and consider constructive feedback and reflect on one's own actions in a balanced way.</li> <li>• Facilitate reflective practice sessions with individual team members or as a whole team</li> </ul> <p><b>Business/Financial Management</b></p> <ul style="list-style-type: none"> <li>• Competent in financial management including operational budgets,</li> </ul>
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	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills with people from a variety of backgrounds, including people from CALD and indigenous backgrounds.</li> <li>• Highly developed verbal and written communication skills, including the ability to produce accurate and detailed reports against the role's key performance indicators.</li> <li>• Ability to resolve communication issues in an appropriate manner.</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with participants, staff and other key stakeholders.</li> <li>• Demonstrates empathy and treats all people with dignity and respect.</li> <li>• Able to work in partnership with young people and their families and friends, as well as other members of staff and external stakeholders such as clinicians, Departmental liaison professionals and primary health care providers.</li> <li>• Able to advocate effectively for participants, their families and friends, based on their choices.</li> </ul> <p><b>Organising and planning</b></p> <ul style="list-style-type: none"> <li>• Able to facilitate team development through team meetings and case reviews and reflective practice sessions.</li> <li>• Accurately upload data and reports to the appropriate database or other systems, within specified timeframes.</li> <li>• Able to prioritise processes, tasks and resources required to achieve service delivery goals, and then implement them to achieve the required outcomes</li> </ul> <p><b>Self-Management</b></p> <ul style="list-style-type: none"> <li>• Understanding of, and adherence to, professional ethics and boundaries.</li> <li>• Demonstrates self-reflective practice, able to identify areas for further professional or personal development, as well as actively participating in regular supervision.</li> </ul> <p><b>Computer</b></p> <ul style="list-style-type: none"> <li>• Competent in Microsoft Office Suite</li> </ul>
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## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: n/a

## Attachment 1

