

Position Description – Team Leader Family Services

Position Title:	Team Leader Family Services	Position Grade:	SCHADS 7
Department/Division:	Family Services	Position No.	
Reporting to:	Program Manager Regional		
Position summary/purpose:			
<p>First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.</p> <p>Drummond Street Services deliver early intervention case work, counselling and group support to individuals, families and communities, using a developmental and whole of family, family life course approach. Our services are open to all children, young people and families but assertively engage those experiencing marginalisation and/or discrimination, including First Nations, public housing residents, people of colour, LGBTIQ+, people with disability, trauma survivors, women (including those justice involved) and children. We target risk and protective factors for wellbeing, including family violence and mental health, in domains of individuals, families, community and society. Responding to vulnerability inherent in key transitions (pregnancy of second, third or more children, infancy, childhood, adolescence - and adverse life events), we provide interventions focused on children and young people across the spectrum of promotion, prevention – universal and selective, early intervention, treatment and recovery interventions.</p> <p>As the Team Leader you will have leadership responsibilities for program teams in the Brimbank and Wyndham location in the development and delivery of service responses for individuals, families and communities residing in a particular place or geographical region. You will ensure our integrated service response remains unique and innovative, that our programs are co-designed, respond to local families and are planned and delivered in collaboration with the range of Drummond Street Services delivered at the place. Your leadership responsibilities involve building partnerships, providing supervision, stakeholder management, leadership and management to plan, deliver, promote, evaluate our co-design strategies, engagement programs, case work, counselling and group supports.</p>			
Key Responsibilities			
Practice Leadership			
<ul style="list-style-type: none"> • Lead regular Practice Collaboration Meetings attended by the range of program staff to strengthen the management of risk and safety and ensure focus on health and wellbeing through targeting of protective factors. Meeting outcomes include: <ul style="list-style-type: none"> ○ All staff are informed of program activities being delivered. ○ Support needs and risk issues of families and individuals (including children and young people) attending programs are identified. ○ Based on identified need and risk, allocation of vulnerable families for more intensive therapeutic practice support through our family service and specialist program response teams. ○ Facilitate secondary consult support reflective practice sessions as a component of Practice Collaboration Meetings. • Provide quality clinical supervision. • Hold caseload 3-5 families • Support practitioners with day-to-day high-risk assessment and management, monitoring the Incident Reporting system – Tickit. 			

- Work with the Program Managers and DS Centre for Family Research and Evaluation to develop evidence-informed planning and decision-making to guide service and program planning.
- Contribute to tender development.
- Oversee contract and performance management and reporting of targets and deliverables in the local catchment.
- Support Working Groups and Committees.
- Participate in organisation-wide leadership meetings, collaborative planning activities and quality assurance activities.

Supportive family and child focused interventions

- Lead centre based and outreach, direct practice support for children, young people and their families that reduce risks and increases protective factors for children, young people and their families developing mental health and wellbeing risks.
- Support the design, delivery and implementation of evidence based and intentional family-based programs.
- Ensure the delivery of prevention and early intervention strategies that are holistic and family centred.
- Ensure psycho-social and skills-based educational seminars and group work for families, including issues relating to mental health literacy, relationships, parenting, children and young people's mental health, wellbeing and positive development.
- Ensure assertive engagement activities with the intention of engaging client cohorts with specific needs, including those considered socially marginalised or resource poor, including First Nation families, emerging culturally diverse communities and LGBTIQ+, to lessen the impact of social exclusion and to build supportive pathways, positive help-seeking experiences and optimistic and intentional work within risk and protective factors framework to support client's goals and aspirations.
- Ensure the development, implementation and review of individual case plans based on sensitive assessment, in collaboration with the client, consistent with DS' whole-of-family approach.
- Ensure the completion of all client records and other required documentation including case plans and client assessments according to policies and procedures.
- Ensure adherence to professional practice standards and DS's policies and procedures including those relating to Practice.

Quality & Compliance Management

- Ensure contractual and quality standards are met, oversee quality practice of all services, and contractual obligations and deliverables.
- Complete high-quality reporting and contribute to development of policies, program content.
- Work within risk management, quality standards and continuous improvement frameworks.
- Ensure the workplace and programs are culturally safe and affirmative for employees, children and families.

Community & Interagency relationships

- Represent the organisation positively with a range of external health, social services and other relevant providers for the purpose of making appropriate client referrals, providing conjoint support where required, and promoting the agency's programs.
- Arrange and facilitate service promotion among networks. Regularly engage other services / agencies / schools / TAFE and Universities to promote all our programs and projects within the local catchment. Participate in community and sector events to promote Drummond Street.
- Use community development approaches (social justice, equality and mutual respect) to increase self-efficacy and empowerment of the communities.
- Work collaboratively with other services to identify and address services gaps and client needs.
- Contribute to the development and deliver training and capacity-building to community members, staff, partners and broader sector.
- Represent the organisation to funders, including government, not-for-profit and philanthropic sectors.

- Contribute to broader sector, policy and evidence base through the development of content and/or contributions to policies and research or advocacy.
- Provide student placements for tertiary institutions within locality.

Professional Development and Training

- Participate in supervision, annual performance reviews and professional development plans.
- Participate in professional development and training as identified in collaboration with line manager.
- Participate in relevant team meetings and clinical practice meetings.

Research and Evaluation

- Work alongside CFRE to support the design and implementation of research and evaluation activities, and assist with data collection, recording and analysis and report writing as required.

Risk

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Actively monitor and act to improve the quality and safety of client services.
- Commit to prioritising child safety and adhere to the Reportable Conduct Scheme for organisations.

OH&S

- Identify, report and record all safety hazards, incidents and injuries.
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related DS OHS procedures and Safe Operating Procedures.
- Participate in OH&S Committee.

Quality Assurance & Improvement

- Be proactive, engaged in and committed to creating great experiences for each client.
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.

Social Differences

- Role model, demonstrate and promote respect for and value social differences.
- Interact with drummond street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

Productivity

- Focus on people as well as productivity.
- Monitor productivity, identify and implement improvements as needed.

Infection Control

- Commit to all necessary infection control measures as directed, including:
 - Practice hand hygiene keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
 - Wear personal protective equipment (PPE) as directed.

Key Competencies/Skills		Experience Profile (incl Qualifications)
<p>Competency</p> <ul style="list-style-type: none"> Adaptive Leadership Skills Organisational & Quality Focus Planning & Implementation Results Driven & Client Orientated Promotes productive work practices Creative, flexible and solution focused High level of self-awareness, professionalism and social justice values 	<p>Technical/Functional</p> <ul style="list-style-type: none"> Knowledge of child and family services Program & Contract Management Governance & compliance including risk management, service standards Relationship & Stakeholder Management Highly developed supervisory and leadership skills in complex care settings Operational planning Intentional, client focused delivery Work within a public health model prevention and early intervention framework Family-aware and inclusive practice skills Trauma informed knowledge & practice Cultural and diversity humility Highly developed interpersonal, oral and written skills Highly developed administration and information technology skills Victorian Drivers Licence 	<p>Essential</p> <ul style="list-style-type: none"> Tertiary qualification in Social Work, Family Therapy or Psychology and further training in relation to families work. Previous experience as a Team Leader is desirable A minimum of five years' experience in the family services and/or mental health sectors Demonstrated experience and training in supervising and developing multidisciplinary staff, including staff with lived experience. Demonstrated experience with co-design and co-production approaches to service delivery. Demonstrated knowledge and application of a range of therapeutic approaches for individuals, couples, families and specifically children and young people. Demonstrated experience with providing counselling and case work that supports children and families using an intersectional lens i.e. multiple and complex needs such as mental health, family violence and substance abuse issues. Demonstrated high level written, oral and interpersonal communication skills. Demonstrated experience working with groups experiencing marginalisation and/or discrimination, including First Nations, public housing residents, people of colour, LGBTIQ+, people with disability, trauma survivors, women (including those justice involved) and children. Ability to handle pressured situations with resourcefulness, adaptability, and creative thinking Capacity to work creatively, demonstrate initiative, contribute ideas and be active in a supportive team environment
<p>Position Dimensions</p> <p>FTE: 0.8</p> <ul style="list-style-type: none"> Supervising: Direct and indirect reports – dependent on FTE Member of Management team. Participate in relevant agency partnerships and community stakeholder groups where required. This position will work 11am to 7pm one night per week. You identify as belonging to the communities with whom DS assertively engages. 		<p>Decision Making Authority</p> <ul style="list-style-type: none"> Responsible for practice quality, including risk management plans, strategies and reviews across all areas of operational responsibility. Clear direction to case interventions in the context of assessment and case planning Responsible for the management of case load, in consultation with their Manager.