

Position Description

Adult and Family Team Leader

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| Position Title: | Adult & Family Team Leader | Reports to: | MHW Regional Manager |
| Team: | North | Location: | Dallas |
| Area: | Mental Health and Wellbeing | Hours: | 1 EFT |
| Classification: | Level 7 | Status: | Ongoing |

Organisational Purpose

The Victorian Foundation for Survivors of Torture, also known as Foundation House, is a leader in delivering specialist trauma-focused services that work with the strengths and resilience of refugees, their families, and communities to rebuild lives shattered by torture and other traumatic events.

The Mental Health and Wellbeing (MHW) Area delivers evidence-based best practice interventions that are safe, person-centred, effective and connected, and are trauma-informed and trauma-focused. Services are culturally safe and responsive to individuals and their families. All services are delivered according to the Foundation House *Integrated Trauma Recovery Service Model*, *Rebuilding Shattered Lives: Integrated Trauma Recovery for People of Refugee Background* (2nd edition), *Community Capacity Building Framework*, and international best practices. The services offered include:

- Individual, parent and family counselling
- Child, youth and family counselling
- Psychosocial and therapeutic advocacy
- Therapeutic and psychoeducational group work
- Complementary therapies e.g. massage, herbal, and other natural remedies.

The MHW Area supports the recovery of individuals and families through the application of its Counsellor Advocate model (see [here](#)). This Model includes:

- Actively developing strong partnerships with key external stakeholders to strengthen referral pathways and support the capacity of the service system to provide trauma-informed and culturally safe care.
- Actively contributing to and partnering with other Foundation House programs: including Practice Excellence, Community and Sector Capacity Building and Corporate Services to ensure service integration and collaboration.
- Supporting the refugee and humanitarian services sector, as well as health, mental health, and wellbeing sectors to deliver trauma-informed practice to support trauma recovery needs of individuals and their communities.
- Advocating for sustainable government and non-government programs that better balance the long-term needs of individuals, families and communities across the continuum of prevention, early intervention, and intervention.

Role Purpose – Adult and Family Team Leader

The Adult and Family (A&F) Team Leader will lead a team of skilled Counsellor Advocates (CAs) and Senior Practitioners (SPs) delivering counselling and advocacy support to meet the needs of adults and families from refugee backgrounds who are survivors of torture and trauma, with a particular focus on work with young people aged 15-25 years. As Team Leader, you will achieve this by leading and supporting team

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members to utilise a diverse range of developmentally appropriate psychosocial therapeutic interventions that are accessible, trauma-informed, culturally safe and appropriate. The Adult and Family (A&F) Team Leader will also be responsible for providing operational and practice supervision to Counsellor Advocates in line with the Foundation House Trauma Recovery Framework and *Rebuilding Shattered Lives: Integrated Trauma Recovery for People of Refugee Background* (second edition).

Reporting to the Regional Manager, this role forms part of the Regional Mental Health and Wellbeing Leadership Team responsible for the oversight of all aspects of regional service delivery to ensure services are responsive, timely and delivered to the highest standards. The Adult and Family (A&F) Team Leader will also actively engage in, and contribute to, the continuous improvement of systems and initiatives in collaboration with other regions and the Practice Excellence Area. All Team Leaders within the Mental Health and Wellbeing Area will be required to carry a small caseload of clients to ensure the maintenance of their currency of practice in undertaking assessments and delivering interventions for Foundation House clients.

Key Responsibilities

- Lead the management of Mental Health and Wellbeing Area Counsellor Advocates to ensure high-quality counselling and advocacy services to people from refugee or asylum seeker backgrounds.
- Lead the practice and operational supervision of Counsellor Advocates within the Region including guidance for the provision of clear and well-articulated assessments, case formulations, interventions and reports to support the recovery of clients and families.
- Ensure the application of a family-centred approach across all services to adults, children, youth, and families, with a particular focus on services for young people aged 15-25 years.
- Oversight and ensure appropriate identification, response and review of client and service delivery risks.
- Oversight service delivery against organisational and funding service delivery targets including waitlists.
- Undertake comprehensive psychosocial assessments and risk assessments for complex cases.
- Build strong ongoing relationships with the Practice Excellence team including identifying training needs, supervision and practice support and improvement.
- Identify, facilitate, and maintain effective relationships with both internal and external stakeholders to promote and meet clients' and service delivery needs.
- Report to and work collegially with the Regional Manager on team operations, risk, performance, and all issues affecting service delivery and outcomes.
- Actively contribute to overall MHW strategy, operational objectives and quality through collaboration and partnerships across the organisation.
- Oversight and ensure timely and appropriate completion of client health records in the electronic client information management system and all other organisational record-keeping requirements.
- Contribute to projects or other duties that assist the agency to support the delivery of effective, safe, connected, and person-centred services.
- Undertake the above functions with a clear and active commitment to collegial practice with colleagues in other related program areas.

Please note: In addition to working at Foundation House offices, outreach work is required. Interventions can be conducted in client homes, community and educational settings or other places such as correctional settings. It may also involve providing services to people who have arrived in Australia as asylum seekers and who are held in places of detention.

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People and Teams

- Attend and participate in all agency activities which meet Foundation House's organisational and professional development requirements. These include staff, team and agency meetings, and actively participating in supervision and ongoing learning.
- Contribute to projects or other duties that assist the agency to support the delivery of effective, safe, connected and person-centred services.
- Actively participate and ensure professional, supportive and cooperative working relationships within your own team and with other programs across the agency.
- Undertake required travel needed to properly fulfil the duties of this position.
- Perform any other duties as directed by relevant managers within the scope of the classification and position description.

Key Selection Criteria

Essential

- Approved tertiary qualification in quality improvement and/or allied health discipline, including nursing, social work, psychology, or occupational therapy
- Advanced understanding of the impacts of complex trauma, with advanced skills in trauma-informed practice and providing trauma-focussed counselling interventions using a range of evidence-based modalities
- Advanced skills in undertaking psychosocial assessment, formulation, planning and care coordination for children, youth and adults, including risk assessments with a family lens, and experience supervising and supporting practitioners in the delivery of these services.
- Demonstrated expertise in the provision of culturally responsive and safe mental health and well-being support.

Highly Desirable

- An understanding of or experience in supporting people from refugee or asylum seeker backgrounds will be highly regarded.
- Experience in leading, implementing and managing quality, safety, and risk management programs at the management level.
- A background in working with CALD young people aged 15-25 and their parents/carers will be advantageous.

Attributes

- Uphold ethical behaviour, demonstrate integrity and credibility, and foster open honest communication across the team and with wider Foundation House regions and programs.
- Highly developed interpersonal and communication skills.
- Genuine interest in working with clients of refugee background who have experienced complex trauma and may be facing significant challenges.
- Ability to manage competing priorities.
- Commitment to ethical practice, human rights and social justice.
- Flexibility and adaptability in meeting client and team goals.

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Our Values

We aim to build trust and confidence, promote well-being and achieve the best possible outcomes through living our values of respect, promotion of human rights, focusing on community, maintaining excellent, ethical practice and above all acting with integrity.

Organisational Expectations

Foundation House and our staff are committed to:

- Family & Child Safety
- Occupational Health & Safety
- LGBTQIA+ inclusive practices
- Culturally safe practices
- Adherence to the requirements of relevant legislation, regulation and professional ethics.

It is an expectation that all our employees actively contribute and consciously comply with Foundation House policy, procedures and practice guides during the course of their work.

This position is under the Victorian Foundation for the Survivors of Torture Inc. Enterprise Agreement.

Approval and Acknowledgement

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| Date PD last reviewed: | 17 July 2024 |
| PD Approved by: | CEO |
| Date of approval: | 17 July 2024 |