

Position Description

Position Title	Team Leader Therapeutic Foster Care
Program or Department Name	Foster Care Victoria
Reports to (Position Title)	Manager Foster Care

OzChild

Founded in 1851, OzChild supports children, young people and families who are experiencing significant challenges, by strengthening families, providing healing, and preventing abuse and neglect.

It is our vision to see that all children and young people are safe, respected, and nurtured to reach their full potential.

Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation, and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us.

OzChild will treat all allegations of child abuse seriously.

We will report all allegations in compliance with incident reporting, mandatory reporting, and reportable conduct requirements.

All OzChild People are required to adhere to this commitment and ensure OzChild's Safeguarding Children Policy, Safeguarding Children Code of Conduct, and Safeguarding Children Foster Care Code of Conduct are known, understood and applied in their day-to-day work and their decision making, behaviour and actions demonstrate they prioritise the safety and well-being of children and young people.

Role Purpose Summary

The purpose of the Therapeutic Foster Care Team Leader role is to provide strategic and operational leadership within OzChild's Therapeutic Foster Care Program, ensuring the delivery of high-quality, trauma-informed services to children, young people, their families, and carers. The Therapeutic Foster Care Team Leader supports the Program Manager Foster Care & Lead Tenant, and the Manager Foster Care in the delivery and performance of the program through the leadership and management of a team of Therapeutic Foster Care Practitioners and in doing so will:

- Ensure the review and development of both OzChild and DFFH policy and practice guidelines for the effective delivery of high-quality services to children and young people, their families and to carers/volunteers.
- Coordinate joint supervisions and reflective practice meetings with the Therapeutic Specialists and Foster Care Practitioners, and maintain key stakeholder relationships across Therapeutic Foster Care.
- Enhance practice and service quality through policy and program development.
- Provide leadership, support, coaching and supervision to team members.
- Display leadership in a complex and demanding environment

The OzChild Way

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

We deliver evidence-based services

You apply our National Practice Framework and the nine evidence-based practice principles it contains, combined with your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices, and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.

Our customers determine our success

You support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high-quality services to children and young people, their families and to carers/volunteers.

We deliver innovative solutions

You engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan.

We set each other up for success

You support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles.

I learn, adapt, grow, and embrace my cultural competence

You demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

Position Specific Responsibilities

Service Delivery

- Ensure services are delivered in an accountable, professional manner in accordance with statutory, funding and duty of care requirements.
- Ensure teams operate effectively and efficiently, meeting targets and fulfilling all quality and accountability requirements of service agreements and OzChild guidelines and policies.
- Ensure the National Practice Framework is incorporated into day-to-day service delivery
- Ensure the interests of the child are always paramount.
- Lead and support the implementation of a Carer Strategy.
- Effectively oversee and manage the recruitment, assessment, coaching and training within the team.
- Support the coordination and intake of cases and carers.
- Ensure that the training and assessment of carers is of a high standard and complies with OzChild and departmental requirements.
- Ensure the development of competent and confident carers through carer support, purposeful supervision and planned development.
- Provide high levels of advice, assistance and support to staff and carers within the program.
- Positively represent OzChild at relevant forums and meetings.
- Increase the profile and needs of the program within the broader community.

Project Management

- Review and develop both OzChild and DFFH policy and practice guidelines within the Program in consultation with the Program Manager.
- Ensure policy and program manuals are current and reflect best practice.
- Design, develop and implement relevant projects and programs related to the program in consultation with the Program Manager.
- Ensure services are reviewed and enhanced according to identified needs, demands and service requirements.
- Oversee the effective use of Looking After Children (LAC) within OzChild.
- Accept ownership, accountability and take leadership on agreed programmatic priorities/portfolios.
- Identify and analyse opportunities for expansion of services that are relevant to OzChild's strategic directions and the changing needs of clients and their families.

Program Management

- Assist the Program Management in the management, leadership and development of the Program.
- Ensure optimum performance of the team through managing work and resource allocation; improving team capability, collaboration and outcomes.
- Monitor actual program and client expenses against budget, exercise financial delegation within the program as required.
- Oversee Client and Placement Funding applications and compliance with approved budgets.
- Provide effective supervision to your team and ensure the delivery of purposeful, structured services to clients and their families, by providing coaching, feedback and direction for improvement and development to the team.
- Enable continuous improvement in program practice through analysis of outcomes, evaluation and learning from incidents; analysis of team performance and client/customer feedback to identify opportunities for quality improvement.
- Mitigate risk and lead quality response through statutory reporting frameworks, including leading and undertaking OzChild's response to CIMS and Reportable Conduct investigations.
- Implement quality systems and processes to facilitate continuous improvement, compliance and alignment to OzChild processes.
- Assist the Program Manager with the recruitment and selection of new staff.

- Be aware of all organisational and departmental policies and practice guidelines and that these are communicated to staff regularly.
- Ensure that all staff have equal access to staff development and education opportunities.
- Oversee Occupational Health and Safety (OH&S) within the program and to regularly inform the Program Manager of any issues or concerns in this area.
- Support feedback opportunities for clients and volunteers on the quality of service received.
- Manage Police Checks and Working with Children Checks for staff, carers and volunteers alongside the Business Support Team.

Leadership

- Provide leadership, direction and support to program teams to ensure that the program provides an efficient responsive and is a client focused service.
- Develop a shared vision and business/action plan for the program based on OzChild’s vision and business plan that is communicated to staff and externally to the public where indicated.
- Develop a strong sense of teamwork, collaboration and trust within the Program.
- Provide advice, assistance and support to staff and volunteers within the program.
- Lead the delivery of an outcome focused and evidence informed service, including the collection of outcomes data.
- Utilise evidence-based decision making in all areas of work and practice.
- Accept responsibility for improving morale and developing and enhancing leadership skills across the program.
- Deliver reports according to an agreed schedule.
- Supervise staff formally and informally, ensuring that staff are always supported in undertaking their roles.
- A high level of initiative, self-organisation and personal accountability is demonstrated.

Communication

- Promote and develop appropriate relationships with other agencies and key stakeholders.
- Promote OzChild and the program within the community.
- Brief the Program Manager when issues of conflict arise which affect clients, staff, volunteers or the organisation.
- Brief the Program Manager as soon as possible when serious incidents occur and provide reports as per the guidelines.

Key Job Relationships

Internal

- Program Management
- Foster Care and Lead Tenant staff
- Practice & Implementation Team
- Carer Recruitment Team
- National Support Services Teams

External

- Clients and their families
- Foster Carers
- Department of Families, Fairness & Housing (DFFH)
- Foster Care Association Victoria (FCAV)
- Community or welfare agencies, schools, childcare providers, medical and health professionals etc.

Qualifications

Essential

- Tertiary qualification in social work or equivalent that is recognised within the Australian Qualifications Framework.

Preferable

- Bachelor's degree in social work or equivalent that is recognised within the Australian Qualifications Framework.

Screening and Licences

- OzChild conduct interviews, reference checks, and ensure the completion of satisfactory safety screening including National / International Police Check and Working with Children Checks relevant to the State or Territory that employment and undertaking of position occurs.
- Must be able to drive, provide and maintain a valid Drivers' Licence and have access to reliable transportation.

Skills and Experience

- Ability to articulate the vision and purpose of OzChild.
- High developed analytical and conceptual skills.
- Highly developed verbal and written communication skills.
- Program and policy development.
- Demonstrated knowledge and understanding of conducting complex family assessments.
- Working with at risk and vulnerable children and families.
- Management and leadership skills.
- Commitment and achievement of quality outcomes.
- Stakeholder management and developing positive relationships with families, volunteers, professionals and the wider community.
- Highly developed risk assessment skills.
- Knowledge of the Child Protection and Out of Home Care Systems.
- Knowledge of relevant legislation and statutory provisions and frameworks.
- Experience in delivering training or community education sessions.
- Experience recruiting, assessing and training foster families and/or volunteers.
- High level of personal integrity.
- Committed to ethical practice.
- Collaborative.
- High level of accountability and confidence.
- Self-awareness and resilience.
- Ability to lead and manage effectively within a hybrid working model.

Mandatory Training

All employees of OzChild are required to complete Mandatory Training and position specific training upon commencement of employment and complete refresher training as required.

Your Organisational Responsibilities

- Demonstrated ability to work as part of and contribute to a person-centred team.
- Facilitate effective working relationships with other staff and stakeholders to enhance outcomes for clients, their families, and other people significant to the client.
- Ensure all interactions contribute to OzChild being a great place to work, a respectful, diverse, and inclusive workplace where staff feel safe and a sense of belonging.
- Ensure Child Safety standards are understood and adhered to.
- Attend related meetings, workshops, conferences, and training as required.
- Ensure privacy and confidentiality are always upheld.
- Understand and adhere to OzChild's Code of Conduct, Policies, and Procedures and associated expectations of all OzChild People.
- Represent OzChild in a positive manner internally and externally including forums, meetings, and training.
- Assist in the development of continuous improvement and service accountability initiatives as needed.

Your People Leader Responsibilities

- Align and motivate yourself and team members to achieving OzChild's Purpose and Strategic Business Plan.
- Ensure they and their team members understand and adhere to OzChild's Code of Conduct, Policies, and Procedures and associated expectations of all OzChild People.
- Model behaviours and demonstrate commitment to the OzChild Way and contribute to OzChild being a great place to work, a respectful, diverse, and inclusive workplace where staff feel safe and a sense of belonging.
- Clearly articulate the behaviour and performance expectations of team members and ensure their understanding of these expectations.
- Support and implement initiatives to enhance flexibility, inclusion, diversity, and respectful behaviours that are safe, healthy, positive, supportive, and free from all forms of workplace violence, or behaviours that are unlawful, harmful or inappropriate.
- Treat any reports of or complaints including reports of workplace violence, or behaviours that are unlawful, harmful or inappropriate in accordance with OzChild policies and procedures;
- Build the capability of our workforce through proactive recruitment, commencement, engagement, development and retention strategies to ensure team members have the necessary qualifications, skills, certificates, and clearances to meet the requirements of their position.
- Demonstrate fairness, transparency and accountability in decision making.
- Through formal and informal engagement, dialogue, process, and procedures, constructively and proactively enhance the performance of team members.
- Ensure the individual career goals of OzChild People are identified, promoted and their achievement supported.
- Acknowledge and celebrate behaviour and achievement of OzChild People that advances and improves organisational performance and OzChild's reputation.
- Foster the use of technology and new ways of working to enhance collaboration, effectiveness, and outcomes.
- Ensure the safety and foster initiatives to enhance well-being; of self and others.
- Develop and maintain effective and constructive communication with OzChild People and other persons.
- Delegate effectively and coach and mentor team members.

Your Safety and Wellbeing Responsibilities

All staff have an important part to play and must ensure they prioritise, protect, and improve the Safety and Wellbeing of themselves and others and prevent physical or psychological harm to people and damage to the natural environment or property resulting from our work-related activities; including but not limited to:

- Understanding and applying in your day-to-day work OzChild’s safety and wellbeing policies, procedures, safe work practices and guidelines.
- Demonstrate commitment to safety and wellbeing through participation and contribution to monitoring, discussions, workplace inspections and audits, and including safety and wellbeing as an agenda item in program or area of responsibility meetings.
- Participate in the resolution of safety issues within their program or area of responsibility.
- Report all work health and safety breaches, hazards, and incidents, and assist with actions to reduce and eliminate risks Investigate all Incidents and/or Hazards within their program or area of responsibility.
- Engage with their Safety and Wellbeing Representative/s within their program or area of responsibility.
- Ensure the physical and psychological health and wellbeing of OzChild People is promoted and supported through programs and initiatives designed to enhance OzChild People wellbeing.
- Embed a culture whereby OzChild People are encouraged to discuss safety and wellbeing issues and concerns in a transparent and open manner.
- Provide such information, instruction, education, and supervision for OzChild People that will enable them to perform their work in a safe manner and adopt behaviours that enhance the wellbeing of self and others.
- Initiate actions to improve safety and wellbeing within their program or area of responsibility.
- Participate in safety and wellbeing training and ensure OzChild People in their program or area of responsibility also participate in training obligations as required.
- Report any work-related or non-work-related injury or illness when you become aware of any such injury or illness incurred by you or others.
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work-related and non-work-related Health Condition/s.

Employee Acknowledgement

I confirm by my signature my understanding of this Position Description and that it reflects the primary functions of this position and should not be construed as an exhaustive list of all duties, and the duties and Positions Primary Responsibilities may be altered including additional duties delegated from time to time without changing the roles level of responsibility.

Name	Signature	Date
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