


 Believing In Children, Young People, Families & Their Future.	<b>Position Title:</b> Team Leader Kinship & Family Services	<b>Team:</b> Child, Youth & Families	  
	<b>Band:</b> C	<b>Salary:</b> Stream 1, Level 7	<b>Date:</b> June 2026

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2026: Together we will courageously change lives and reimagine service systems.</b></p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p><b>We look forward to working with our staff, carers, partners, supporters and government, to ensure children, young people and their families can create the future they imagine for themselves.</b></p>	<p>Berry Street (Western) provides Kinship and Family Services in the Central Highlands area.</p> <p>The child youth and Families team supports children and young people living in out of home care and kinship care; promotes placement stability; strengthens reunification where appropriate; and provides support and supervision to carers. The role oversees and provides statutory case management. The team also provides First supports, where a kinship care placement is expected to last longer than three months the team will provide family services support and undertake the kinship Part B assessment to assist with identifying the needs of the placement and appropriate support.</p>
<p><b>OUR VALUES</b></p> <p><b>We expect all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a ‘fair go’.</p> <p><b>Integrity:</b> to be true to our word.</p> <p><b>Respect:</b> to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations.</p> <p><b>Accountability:</b> to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way.</p> <p><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p> <p>Berry Street is committed to being a child safe, child friendly and child empowering organisation. <b>In everything we do we seek to protect children.</b></p>	<p><b>PRIMARY OBJECTIVES OF THE ROLE</b></p> <p>This position works within the Family Services program and provides support and assistance to the broader case management program and is as a key part of the leadership team. Its role is to enable and ensure high quality practice for the children, young people carers and children’s families to achieve positive outcomes for the children.</p> <p>Objectives of the role include:</p> <ul style="list-style-type: none"> <li>• Provide a positive and collaborative team culture.</li> <li>• Ensure continuous quality improvement and management processes are in place and that the program is implemented in accordance with relevant standards and program and funding requirements.</li> <li>• Support the recruitment, assessment, training and review of carers.</li> <li>• Oversight of case management, ensuring placements are safe for children and carers are supported and managed accordingly and that children’s connection to families, friendships, community and culture are supported.</li> <li>• Be responsible for the supervision and development of staff and carers in their support of children placed within our program, including being responsible for the continued implementation of client records which include the Looking after Children Framework (LAC).</li> <li>• Maintaining and strengthening collaborative working relationships with the Department of Families, Fairness and Housing (DFFH) and others to facilitate receiving placement referrals and enabling the team to provide high quality contracted case management.</li> <li>• Form part of the Child, Youth and Family’s team and Western Berry Street leadership group.</li> <li>•</li> </ul>

## REPORTING RELATIONSHIPS

This role is based at our Mt Hellen Office, Wadawurrung Country in Berry Street's Western Region. This role reports to the Senior Manager Child & Family Services who will provide supervision and review.

## EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street is committed to service delivery that prioritises and celebrates diversity and inclusion in our staff and the children, young people and families we support. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.

## KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated management and leadership skills, including the ability to build a team and assist team members to perform well. Provide supervision, monitor workloads and individual performance.
- Familiarity with relevant legislation, guidelines and regulation.
- An understanding of key government policy directions and their impact on the community sector.
- Demonstrated understanding of the Child Protection system and of the needs and demands of children and young people entering the Out of Home Care (OoHC) system to ensure best practice principles of care and support are afforded to the children and young people in our care.
- Sound knowledge of Therapeutic Care principles and legislation regarding the Child, Youth & Family Act, especially as they relate to the Victorian OoHC system.
- Experience in planning, developing, implementing and evaluating programs
- Demonstrated experience establishing service objectives and performance indicators and evaluating outcomes.
- A commitment to equity and increased access to community resources for vulnerable and disadvantaged young people.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds.

- A sound knowledge of community resources and how to access information and resources relating to education, employment, housing and health services

QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A bachelor’s degree qualification in Social Work, Youth Work, Welfare, Community Services, or a related discipline; or a Diploma qualification with 3+ years’ relevant experience.</li> <li>• Staff members must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.</li> <li>• Positions working in unsupervised contact with young people in Out of Home care settings will be subject to Worker Carer Exclusion Scheme (WCES). Employees have a legal obligation to advise Berry Stret if they are under investigation or have been excluded prior to and during the course of their employment.</li> </ul>	<ul style="list-style-type: none"> <li>• Further training or qualifications in management would be highly regarded.</li> </ul>

#### KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Staffing</b>	<ul style="list-style-type: none"> <li>• Supervise and support staff in their day-to-day activities to ensure the clients receive the services they require in a safe and effective manner.</li> <li>• Participate in staff performance evaluations, including feedback from a variety of consumers with respect to the treatment outcomes and the methods used to produce outcomes.</li> <li>• Provide individual and group supervision (when required) for reports. Organise external and other special supervision as required, e.g. peer supervision.</li> <li>• Initiate recruitment for required staff as per organisation policy and procedure.</li> <li>• Manage staff performance issues under the guidance and support of the Manager for effective resolution.</li> <li>• Monitor and manage staff leave entitlements, making appropriate recommendations for special leave provisions with considerations for staff welfare and well-being.</li> <li>• Identify the learning and development needs of direct reports and ensure participation and completion (including refresher courses) of all Youth Horizons compulsory and relevant training modules.</li> </ul>
<b>Community Linkages/Stakeholder Management</b>	<ul style="list-style-type: none"> <li>• To participate in relevant regional and state-wide forums and contribute to policy development and advocacy.</li> <li>• To further develop working relationships with key stakeholders in the interests of enhancing the service.</li> <li>• To positively promote Berry Street programs at all times.</li> <li>• To develop and maintain links with relevant professional bodies for support and further development of the program.</li> <li>• Manage all external relationships to the highest standard of professionalism including the immediate neighbourhood of the service.</li> <li>• Maintain CYF/DHB site management-level relationships and regional hubs or gateways in conjunction with the Manager where the referrals are via this process. Facilitate referrals and problem-solve issues on a case by case basis.</li> </ul>

<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• To ensure that all services meet a high standard of service delivery for all clients.</li> <li>• To liaise with other program managers in relation to client service delivery as required.</li> <li>• Represent and promote the service to optimise referrals and ensure adherence to contractual numbers.</li> <li>• Support contractual compliance by reporting on time as required in the format prescribed.</li> <li>• Ensure that clients have current well-defined, measurable and achievable individualised goals and treatment targets that align to the TFM model of practice and to the long term needs of the client and family/whānau/carers.</li> <li>• Ensure that appropriate assessment, treatment planning and progress evaluation is undertaken throughout the course of treatment.</li> <li>• Implement approved treatment programmes that provide safe and effective treatment for children, young adults and families/whānau and that are in compliance with the Teaching Family Association (TFA) standards.</li> <li>• Participate in providing intensive coaching and mentoring training to staff during and post pre-service workshop, to help develop the skills and required abilities for staff to provide quality care in a treatment environment.</li> <li>• Provide on-going consultation/supervision and support accompanied by both verbal and written feedback to assure the implementation of the skills taught during pre-service training and to provide assistance in solving difficult problems and crisis situations. This is done through completion of the approved monthly Consultation Service Delivery system.</li> <li>• Develop current and relevant treatment plans based on the CAFAS and referral information that specifically identify the youth or family/whānau goals, and provide a strength-based, skill focused plan to achieve goals and improve referral issues.</li> <li>• Ensure that staff incorporates all programme elements within the treatment environment with reliable frequency and skill, i.e. teaching procedures, motivation systems, self-determination processes and peer culture enhanced learning.</li> <li>• Document all treatment-related processes and events including but not limited to: Individual Care Plans, Behaviour Support Plans, Cool Down Plans, treatment progress reports, clinical assessments (CAFAS, ASQ, CBC etc.), motivation system reviews, written EDUCATES feedback, critical incident reporting, medical logs, daily routine reports, petty cash and any other programme-related documentation. In particular, Practice Leaders must also maintain an up-to-date Consultation Service Delivery binder for the home, including individual practitioner development documentation.</li> <li>• Conduct a Staff Practices Interview with each youth in care on a monthly basis and report findings to Residential Manager. Conduct Youth Consumer Questionnaire at discharge and as needed.</li> <li>• Provide Evaluation Education training with the approved Trainer to ensure practitioner readiness for the Initial Evaluation at 6 months and Annual Evaluations thereafter.</li> <li>• Provide back-up after-hours coverage, response and intervention as scheduled or required.</li> </ul>
<b>Regional Management team</b>	<ul style="list-style-type: none"> <li>• To maintain working relationships with other Berry Street program areas to ensure an integrated service is being delivered.</li> <li>• To participate in relevant regional and organisational management meetings.</li> <li>• To participate in the maintenance of the regional sites</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• To ensure that statistical data is collected, forwarded as appropriate in accordance with stipulated timelines.</li> <li>• Ensure appropriate and accurate record keeping and documentation of service.</li> <li>• To provide the Senior Manager with a written monthly report in accordance with the policy of Berry Street.</li> <li>• Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.</li> <li>• Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.</li> </ul>

<b>Program Development</b>	<ul style="list-style-type: none"><li>• In conjunction with the Senior Manager, establish service objectives annually, develop performance indicators and evaluate outcomes according to the Berry Street planning cycle.</li><li>• In conjunction with the Senior Manager, participate in liaison with key DFFH and other personnel regarding the development, performance and review of the Case Management Service.</li><li>• To participate in relevant regional and statewide forums relating to the Case Management Services and contribute to policy development.</li><li>• To take financial responsibility for the Brokerage allocations including (in conjunction with the Senior Manager) the development of acquittals, monitoring and reviews of expenditure.</li><li>• To ensure that systems are in place which monitor and analyse the program's performance within the context of funding targets and to identify issues relating to these should they arise.</li><li>• Contribute to the development of appropriate policy guidelines and procedures.</li><li>• To fully explore opportunities and develop proposals to grow the services in the interests of enhancing opportunities for our clients.</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Conduct oneself in accordance with Berry Street Covid Safe directions.</li><li>• Other duties as required.</li></ul>



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## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Client Facing and Service Delivery</b>	Work with clients who may have a physical, psychiatric or sensory disability.	Regular
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Regular
	Work in a client's home or their family home alone and/or with others.	Regular
	Represent, advocate and cooperate with legal processes which may include attendance to court.	Regular
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Regular
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work via computer from home as required.	Daily
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Regular
	Work rostered hours with the possibility of overtime.	Not Applicable
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Occasional
	Work in buildings which may require the use of stairs or elevators.	Not Applicable
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in a client's home or their family home alone and/or with others.	Regular
	Work in educational or community facilities.	Not Applicable
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
Undertake training and professional development activities both internal and external to the organisation.	Regular	

<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, fax, projectors, televisions, video conference facilities and electronic whiteboards.	Daily
<b>Element</b>	<b>Key Activity</b>	<b>Frequency</b>
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach, working from home).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional