

POSITION TITLE	Team Leader – Foster Care
REPORTS TO	Manager – Care Services
LOCATION	Scoresby
KEY CONTACTS	Other Agency Staff Children and young people Foster Carers Client families and significant others Relevant government and community agencies Other Agency Stakeholders
SUPERVISES	Three direct reports Students on placement Volunteers

Our

Core Values



Belief

We believe in the potential of every individual experiencing homelessness. Our focus goes beyond shelter—prioritising resources and support to nurture agency and foster growth. We empower individuals to take control, create their own pathways towards a self-determined future.



Authenticity

We value real connections and open dialogue with our clients, staff, and partners. By fostering a culture of honesty and acceptance, we create transparent, trustworthy relationships. We celebrate and embrace the diversity that makes up Anchor, giving a platform for all individual voices to be heard.



Collaboration

We value the diverse experiences and perspectives of all involved. In our mission, across a diverse set of teams, we foster a sense of unity, listening and working together to achieve the best outcomes for our clients. For while our specific work may be different, what we work towards is the same.



Empathy

Support at Anchor is deep, meaningful, and client-centred. We understand that no two individuals experience the same disadvantage, nor have the same aspirations. Every day in our work, we take the time to understand each client, understanding their journey. We place our clients' needs before our own, especially at times of crisis.

About Foster Care

Anchor's Foster Care program provides safe, stable and nurturing homes for children and young people who are unable to live with their own families. The program works with foster carers to provide children and young people with care that is responsive to their individual needs, supports their safety and wellbeing, and promotes positive outcomes.

Anchor provides dedicated case management and ongoing support to foster carers, working in partnership with government and other relevant agencies to coordinate placements and ensure the best possible outcomes for children and young people in care. Anchor is committed to a strengths-based, trauma-informed approach in which the voice of children, young people and carers informs practice and service development.

Position summary

This is a senior role leading the Foster Care team that contributes to Anchor's purpose where we believe in an Australia where anyone experiencing homelessness has a pathway to safety and independence. We're here to help them find it.

This role is a champion for Anchor's values, vision and goals and promotes and drives commitment to the organisation's strategic objectives. As with every staff member and volunteer, the Team Leader must consistently model the behaviors and values expected by Anchor.

People working at this level are to manage work practices for the health and wellbeing of staff, adopt and role model a balanced and positive approach to work and promote a working environment free from harassment and discrimination.

The **primary objectives** of the role are focused on:

- **Program growth:** With a focus on practice quality, this role is critical to supporting and enhancing the capacity of the team whilst responding to program growth opportunities.
- **Staff and program development and support:** Providing effective leadership, supporting, developing, and coaching of staff to ensure they reach their full professional capacity.
- **Service delivery:** Driving a culture of quality assurance, accountability and improvement, ensuring the provision of services to Anchor's clients is of the highest standard. Working respectfully with children, young people and families to ensure that the services provided are culturally informed and safe. Ensuring that program planning focuses on the needs of the client and includes the client voice
- **Service development:** Leading service improvements and development, informed by analysis of both qualitative and quantitative data, client voice, and any relevant sector reform in partnership with the Manager / Senior Executive Team. Representing the agency's services to potential participants, other agency services and outside agencies.
- **Accountability:** Remaining informed of changes within the Child and Family sector and client groups, as well as government funding and/or standards/policies. Ensure KPI's are met, particularly fulfilling funded targets, and practice is delivered in accordance with all relevant legislative frameworks, including the program requirements and CIMS.

Key Accountabilities

The Key Accountabilities of the role are, but not limited to, the following:

Leadership and People Management

- Lead, supervise and coach members of the Foster Care team, providing regular supervision, feedback and professional development to support high-quality, consistent practice.
- Set clear expectations for performance, conduct and practice standards, and manage the day-to-day performance, wellbeing and development of the team in line with Anchor's policies.
- Build and maintain a positive, accountable and collaborative team culture that reflects Anchor's values.
- Coordinate team rostering, workload allocation and coverage, including on-call/after-hours arrangements, to maintain continuity of care for children, young people and carers.
- Support the induction and onboarding of new team members, and identify workforce capability or development needs, escalating recruitment and staffing decisions to the Manager – Care Services as required.
- Escalate significant staff performance, conduct or wellbeing concerns to the Manager – Care Services in a timely manner.

Practice Leadership and Quality of Care

- Provide day-to-day practice guidance and case consultation to the team, ensuring decisions affecting children and young people are timely, well-considered and centred on their safety and wellbeing.
- Ensure care provided is trauma-informed, strengths-based, culturally safe and responsive to the individual needs and voice of children, young people and carers.
- Oversee case plans, care team meetings and statutory reviews to ensure practice aligns with Anchor's practice framework and relevant legislative requirements.
- Review and endorse case documentation, risk assessments and placement-related decisions within delegated authority, escalating matters outside that authority to the Manager – Care Services.
- Support the team to identify and respond appropriately to safety concerns, including mandatory reporting obligations under the Children, Youth and Families Act 2005 (Vic) and Anchor's Child Safety and Wellbeing Policy.

Carer Support and Placement Outcomes

- Ensure foster carers receive timely, responsive and effective support from the team throughout assessment, placement and ongoing care.
- Oversee the quality of the team's relationships with carers, and support carers and staff to navigate placement challenges, incidents and risks.
- Support the team in matching children and young people to placements, working collaboratively with Child Protection and other relevant agencies.
- Monitor placement stability within the team's caseload and support timely

escalation and response where placement breakdown risk emerges.

- Contribute to carer recruitment and assessment processes within the program, as required.

Program Performance, Compliance and Risk

- Monitor day-to-day team performance, including caseloads, service quality and reporting requirements, and report on these to the [Program Manager].
- Ensure the team's practice and day-to-day operations comply with relevant legislation, funding requirements, standards and Anchor's policies and practice frameworks.
- Identify, respond to and escalate critical incidents within the team in line with Anchor's incident management procedures.
- Maintain accurate case records and program data to support internal reporting and funding body requirements.
- Support internal and external audits, reviews or quality checks relevant to the team's work, as directed.

Program Development and Continuous Improvement

- Identify opportunities to strengthen practice and service delivery within the team, drawing on carer and client feedback, case data, practice learning and sector developments.
- Contribute practice-level insights and feedback to inform Anchor's broader Foster Care program design and improvement initiatives.
- Support the implementation of new practice initiatives, procedures or program changes within the team.
- Participate in relevant practice forums, working groups or professional networks as directed by the [Program Manager].

People working at this level are expected to manage work practices for the health and wellbeing of staff, adopt and role model a balanced approach to work, and promote a working environment free from harassment and discrimination.

Anchor's Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

Key Capabilities

Achieve results Enables the achievement of quality outcomes by identifying and removing potential barriers to success.	Resilience Motivates and supports teams to achieve objectives even in difficult circumstances.
Continuous improvement Assist and guide others to address emerging challenges and strategies and risks and generate support for change initiatives and a continuous improvement environment.	Leadership Engages and inspires others in the strategic direction of Anchor, encourages their contribution and communicates expected outcomes.
Guides, mentors and learns Identifies and develops talent. Encourages and motivates people to engage in continuous learning and empowers them by delegating responsibility.	Negotiation and influence Approaches negotiations with a strong grasp of the key issues, focuses discussion on the desired objectives and ensures negotiations remain professional.
Integrity Emphasises and role models integrity and alignment with Anchor's values and policies, confronting behaviours or actions of others which are at odds with Anchor's values, holds people accountable and supports corrective actions.	Engages with risk Ensures that risks are identified and managed effectively, and appropriate strategies are in place to respond to variance. Seeks guidance and advice when required.

Mandatory Qualifications and Licences

- An appropriate degree qualification in Social Work, Psychology, Community Services or a related discipline, recognised in Australia. Post graduate qualifications and/or minimum five years' staff management experience considered an advantage.
- Completion of a Criminal History Check and Working with Children Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

Skills, experience and knowledge

- A deep understanding of the theoretical frameworks that underpin Anchor's approach to out of home care, child development, attachment, grief, loss and trauma and Advantage Thinking
- A sound knowledge of the Children, Youth and Families Act 2005
- Experience managing and leading staff and supporting foster carers in a Foster Care

- or Home Based Care setting
- Detailed awareness of the issues related to the placement of children and young people in foster care, including permanency and stability planning principles, trauma theory, brain development, attachment, resilience and abuse, and therapeutic parenting, which can be appropriately utilised in a supervision and practice leadership context
- A highly developed practice wisdom, including a strong awareness of how your personal values impact your perception of birth families, children and young people in care and foster carers
- Demonstrated working knowledge of the principles and theory of child protection and how the legislative framework governs practice and primary intervention with families
- Capacity to influence a culture of possibility with the capability to think outside the square and develop, consulting with key stakeholders, a creative and flexible approach to meeting the needs of children, young people and foster carers
- Possess a positive, 'can do' attitude with a passion for driving cultural awareness and safety for all clients, including Aboriginal and Torres Strait Islanders; other CALD groups and clients who identify as LGBTQI
- Possess the capacity to provide adaptive and flexible leadership approaches.

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
Work Environment	Manage demanding and changing workloads, and competing priorities and demands	Daily
	Work in a team environment, supporting and developing team members always	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Regular
	Work in unstructured environments	Regular
	Work office hours with the possibility of extended hours	Regular
	Work on-call after hours	Regular
	Work in buildings which may be two-story	Regular
	Work in open plan office and/or Work from home	Regular
	Sit at a computer or in meetings for an extended period, concentrating for long periods of time	Regular
	Present at court and other jurisdictions	Occasional
People Contact	Manage a team of case managers, ensuring positive outcomes	Daily
	Participate in face-to-face supervision, work consultation, service planning	Daily
	Work closely with DFFH	Daily
	Liaise with government, non-government and community	Daily

	organisations	
	Support agency staff in advocating for clients	Regular
	Interreact with members of the public who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police	Regular
	Oversee critical incidents including the management of CIMS, which may involve interviewing clients and carers in a heightened emotional state	Regular
	Engage with appropriate community networks and consultation opportunities to enable better service delivery	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: managing participant records and statistical data, preparing routine reports, managing resources and budgets, and analysing information /data	Daily
	Conduct regular reviews of team program and services, ensuring that each responds effectively to client needs	Regular
	Use technology including computers, telephones/mobiles, conferencing technology such as Microsoft Teams and a range of databases and software.	Daily
Transport	Drive vehicles, possibly over long distances and in all traffic and weather conditions	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical	Occasional

Expected behaviours for all Anchor staff

- Act in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values
- Act in accordance with Anchor's health and safety policy and management system, including the Psychosocial Health and Wellbeing framework of Me<>WE<>US
- Value and promote inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities
- Abide by the Child Safe Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005
- Demonstrate a customer focus by prioritising the needs and outcomes of staff and clients
- Act in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality
- Contribute to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities
- Participate in staff meetings, program planning, professional development sessions and service planning meetings
- Participate in formal supervision processes, probationary and annual performance

appraisals

- Contribute to innovation and continuous improvement
- Successfully complete all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

Statement of Commitment to Child Safety and Wellbeing

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe.

Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities, and Anchor responds to their individual needs to ensure their inclusion, empowerment, and wellbeing.

Diversity and Inclusion

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

Employee declaration

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and to ensure it meets organisational objectives.

Employee Name	
Employee Signature	
Date	