

Position Description

Team Leader Family Services

Position Number: CH2052022	Directorate: Community Health
Classification: Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2026	

ORGANISATIONAL OVERVIEW

Colac Area Health is a unique integrated health service comprising of over 500 employees, providing Acute Care, Aged Care, Community and Allied Health Services to a catchment population of approximately 30 000. Situated in the Colac Otway Shire, one of the most picturesque Victorian municipalities that provides city conveniences with a country charm.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTQIA+) people at our services. We pledge to provide inclusive and non-discriminatory services.

We are a child safe organisation committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment is subject to a satisfactory national (and international where relevant) police check and Working With Children Check prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

OUR VALUES

Colac Area Health (CAH) recognises the role of employees in driving a high performance culture and a values based organisation.



We are committed to keeping the patient at the centre of our care with understanding, empathy and personal kindness.



We honour our word and act with honesty, transparency and fairness.



We treat all people with courtesy, kindness and professionalism.



We will work together to achieve the best possible health outcomes for our community.



We will be responsible for our decisions, actions and competence.

POSITION SUMMARY

Primary Objectives:

As the Team Leader you will be focused on the provision of line management, effective operational leadership and supervision within our Integrated Family Services Team. This role will oversee the delivery of client services to ensure that each child, young person or family is provided with a client centred response that aligns with best practice and relevant program guidelines. This position will actively participate in program development initiatives that includes key stakeholder feedback, program evaluation and co design of models informed by the lived experience of our clients. The role may also be responsible for carrying a case load.

The Family Services Program aims to strengthen families' capacity to meet the needs of their children. The service promotes the safety and wellbeing of children by supporting and empowering families to enhance family functioning and therefore improve child outcomes. The service aims to address the needs of families who have multiple and complex needs that impact on parenting and family life. Many of the families that Family Services works with have long histories of involvement with Child Protection and community agencies, and as a result, they require flexible and innovative interventions to address their needs and promote the best social, emotional, educational and health outcomes for their children.

This role aims to coordinate the delivery of a high quality program that provides improved outcomes for children and their families. It has responsibility for planning and implementation responses in relation to sector and service developments and needs to ensure that appropriate processes are in place to enable continuous improvement of services, by promoting best practice and ongoing quality improvement. The role is also responsible for ensuring that quality standards, program targets and DFFH service agreements are achieved in line with accepted standards of practice. The role also provides ongoing support, supervision, mentoring and development of team members.

ROLE RESPONSIBILITIES

Responsibility & Leadership

- Provide leadership and mentoring to all team member.
- Provide a positive team culture and team cohesiveness.
- Coordinate allocations to core services.
- Provide support and clinical direction to staff in alignment with evidence based best practice.
- Coordinate recruitment, leave arrangements and professional development opportunities.
- Provide case direction and support to team.
- Provide monthly supervision.
- Identify areas for staff development and support opportunities for professional development.
- Promote the integrated practice model in the team.
- Monitor data performance against targets and report monthly.
- Oversee clinician workload and workflows.
- Offer secondary consultation and reflective practice.
- Provide line management support to staff.

- Support continuous improvement processes for the programs to maintain quality practice.
- Service Promotion.
- Attend and engage in the range of leadership meetings to promote high quality service delivery.
- Ensure program documentation, processes and tasks align with legislative requirements and service standards.
- Involvement with annual budget build and monthly monitoring of budget.
- Carry out all aspects of Case work with vulnerable families including those experiencing difficulties with Mental Health, Substance misuse, Disabilities, Family Violence, Housing, Finances and Parenting.

Quality Care

- Provide responsive support to the day-to-day operations to ensure best outcomes for clients.
- Provide direct clinical work as required.
- Maintain processes to receive meaningful client feedback that then informs our client work.
- Ensure provision of care is evidence based, meets funding guidelines and frameworks that direct care.

Information Management

- Ensure all client records and appropriately maintained and completed as to documented guidelines.
- Ensure compliance with KPI's and minimum data set.
- Ensure programs are being delivered according to contractual requirements.
- Conduct monthly file audits and provide monthly reports to Manager.
- Statistics are recorded and monitored against targets as per funding body requirements.

Team Development

- Maintain monthly clinical supervision with staff in accordance with staff supervision contract.
- Develop individual training plans with staff.
- Participate in professional development.
- Facilitate positive team environment and approach to care.

Communication and Relationship Management

- Provide professional leadership and guidance for staff.
- Coordinate team meetings for Family Services
- Participate in the Family and Community Programs leadership meetings and communicate relevant information to the team.

- Communicate in an effective and appropriate manner in regard to sharing information and forming relationships with clients.
- Appropriately impart knowledge eg/staff, students, clients, families and community.
- Model effective interdisciplinary practice.
- Engage with internal and local community-based services to ensure appropriate referral pathways are understood for clients and their families.
- Meet with Community Based Child Protection Worker (CBCPW) in relation to S38 consultations for Family Services cases where a child may be at risk of harm.
- Convene care team meetings as required to ensure timely collaborative decision making.
- Facilitate regular meetings with CBCPW in relation to cases where a child may be at risk.
- Regularly meet with the Child Protection team leader to coordinate response in relation to joint cases and discuss any systems issues.

Partnership and Community Liaison

- Relationships with internal and external stakeholders are effective.
- Communicate in an effective and appropriate manner in regard to sharing information and forming relationships with key stakeholders.
- Engage with the local community-based services to ensure appropriate referral pathways are understood for clients and their carers.

Professional Development

- Participate in professional development areas relevant to clinical and managerial area.

KEY PERFORMANCE INDICATORS

Responsibility and Leadership

- Documented guidelines adhered to.
- Evidence of supervision and performance appraisals.
- Staff performance and leave managed appropriately.
- Demonstration of problem-solving approach.
- Specific projects identified and documented.
- Involvement with annual budget build and monthly monitoring of budget.

Quality Care

- Clinical documentation
- Wait list and activity reports demonstrating.
- Client feedback and consumer experience
- Efficient utilisation of resources
- Service model is best practice and within funded guidelines.

Information Management

- Audits reflect compliance with documented protocols.
- System audits reflect requirements are met.
- Workloads monitored through relevant data systems and CAH data monitoring report and rationale provided activity outputs.
- Entering of KPI data and monitoring KPI performance.
- Monthly reports completed in a timely manner documenting progress against targets, KPI performance, and budgets.
- Timely response to information sharing requests.

Team Development

- Supervision contracts in place.
- Individual training plans in place
- Training records.
- Meeting minutes.
- Staff satisfaction

Communication and Relationship Management

- Evidence of team meetings eg/minutes.
- Regular participation at Family and Community Programs Leadership Meetings.
- Demonstrates effective communication which reflects CAH core values.

Partnership and Community Liaison

- Documented participation in forums or processes which ensure effective stakeholder relationships.
- Partnerships demonstrate CAH core values.

Professional Development

- Documented participation in professional development areas.

CORPORATE REQUIREMENTS

Governance, Quality and Risk Management

- Demonstrates a commitment to continuous quality improvement and achievement of excellence in service delivery.
- Oversee the Victorian Health Experience Survey Framework.
- Manages Quality, Risk and OHS issues in accordance with appropriate CAH policy.
- Attends to portfolio requirements as documented.
- Actively participates in accreditation programs.
- Participates in and supports data collection as requested.
- Instigates and actively participates in Quality Improvement Activities.
- Review and ensure a contemporary CAH approach to complaints management.
- Take reasonable care for your own health and safety, and health and safety of others to promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses.

Infection Control

- Ensure all practice is conducted in accordance with infection control policies, procedures and standards.

Workplace Behaviours

- Ensure that you engage in behaviour through CAH policy and procedures that treats other staff fairly, equitably and not subject to any form of discrimination or harassment.
- Demonstrate and abide by CAH's and the Victorian Public Sector Commission (VPSC) Code of Conduct.
- Participate in promoting a safe working environment.
- Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our consumers.
- Demonstrate an understanding of appropriate behaviours when engaging with children.
- Demonstrate an understanding of the Charter of Human Rights.

Key Selection Criteria:

Qualifications, Experience and Personal Attributes –

Essential:

- A relevant tertiary qualification in social work, welfare studies or other related area.
- Demonstrated experience in leadership.
- Demonstrated experience in clinical supervision and other strategies to support staff.
- Experience in working with marginalised families with a child centred family sensitive approach.
- Experience working with Child Protection and demonstrated understanding of the relevant legislative and practice context.
- Demonstrated experience in providing a range of interventions to achieve safety for children at risk of harm.
- Excellent communication skills and demonstrated ability to think laterally and work collaboratively within the dynamics of complex case management.
- Experience in developing partnership opportunities to achieve best practice outcomes for clients.
- Demonstrated ability to work collaboratively with other key internal and external stakeholders to build strong internal and external networks.
- Computer skills in a Windows and Google Drive environment including word processing, data collection and entry, internet and email.
- Demonstrated experience in program planning and co-ordination including monitoring performance against targets and data reporting.
- Current Victorian Employee Working with Children's Check and Victorian Driver's Licence.
- Clear National Police History

I have read and understand the requirements and responsibilities of my Position Description

Signed: _____ **Name:** _____ **Date:** ____ / ____ / ____.



We at Colac Area Health are proud to be totally Smoke Free