

Position description

Team Manager

OFFICIAL

Department:	Department of Families, Fairness and Housing (DFFH) 'About the Department'
Position title:	Team Manager
Position number:	DFFH/COPL/455559
Division/Branch/Team:	Community Operations and Practice Leadership/Statewide Children and Families Operations/After Hours Child Protection Service/Mallee Team
Work location:	Mildura
Classification:	CPP5.2
Salary Range:	\$128,635- \$140,849 (full-time equivalent per annum, plus superannuation)
Employment status:	Ongoing, Full time (76 rostered hours p/f)
Position reports to:	Deputy Area Operations Manager
Position contact:	Mary Stamenitis – mary.stamenitis@dffh.vic.gov.au , 0475 811 608
Closing date:	Midnight, Sunday 20 September 2026

Role purpose

The Child Protection Team Manager is responsible for effective service delivery, managing resources and budget, cases awaiting allocation and small teams of practitioners. The Team Manager has the formal delegation to endorse and review case plans to bring about the changes necessary to ensure the safety, stability and development of children and young people and to promote the achievement of case plan objectives within specified timeframes. The position will work collaboratively with the Senior Child Protection Practitioners to strengthen case practice, provide effective service delivery and to support other practitioners.

The transportation of children is a requirement of this role, as such a valid driver's licence and willingness to travel, including in country regions is essential. There may be the requirement to work overnight and, travel in evenings and early mornings. On occasions, additional hours may be required to ensure the wellbeing of children.

You will possess an understanding of Aboriginal culture and demonstrate an understanding of the legislative, policy and practice requirements relating to Aboriginal children, families, and communities, including the Aboriginal Child Placement Principle and the programs and initiatives that support its implementation in child protection practice.

About Child Protection

Being a part of the child protection team means making a real change to the lives of others, keeping families safe and strong. The work of a Child Protection Practitioner is complex, challenging, and rewarding. Practitioners need to have specialist child welfare knowledge and the ability to engage children, young people and their families.

Practitioners work in a statutory environment where they must exercise legal delegations and functions pursuant to the Children, Youth and Families Act 2005 (Vic). The statutory nature of the work requires working with families and children in the family home or other locations and the transportation and the supervision on contact.

The Act provides the legislative mandate for the department to protect children and young people from abuse and neglect using best interest principles, decision-making principles. This mandate involves:

- receiving reports
- conducting investigations
- intervening if it is assessed that a child needs care and protection
- taking matters before the Children's Court
- supervising children on child protection orders
- determining case plans (including stability plans, cultural plans and therapeutic treatment plans) for the safety and wellbeing of children, and
- delivering case practice and case management services for children and young people who are either living with family or in out of home care

For more information about Child Protection please visit [Home | Child Protection Jobs - DFFH](#)

Qualifications

Mandatory

- A recognised Social Work degree or a similar welfare or behavioural related degree, OR
- A combination of qualifications and experience that meet the child protection qualification framework requirement. Further information can be found at Child Protection Qualifications Framework assessments and further information on Recognised degrees here (<https://childprotectionjobs.dffh.vic.gov.au/roles/requirements>)
- A valid driver's licence is required
- A current Employee Working with Children Check (WWCC) card required

Capabilities and accountabilities

Domain of practice	Core Capabilities and accountabilities
Critical assessment and reflection	• Risk assessment and analysis: authorises plans and decisions in relation to risk assessment, analysis and mitigation/intervention • Case planning review and case management: leads planning, review and management of their own and team members' case work • Critical inquiry: leads planning, review and management of issues in line with best practice principles and legislative requirements

	• Standardised reporting: reviews team documents including court reports, case plans and assessments, ensuring reporting obligations are met • Reflective Practice: demonstrates expertise in reflective practice through interactions and communication with staff and stakeholders
Engaging others	• Child-centred and family-focused relationship-based practice: provides oversight and leads practice that is child-centred and family-focused; leads and articulates the department's position at meetings and forums, using a conciliatory approach, focusing on client safety and wellbeing • Collaboration: establishes and maintains strong relationships with their team, colleagues and other stakeholders
Delivering results	• Problem solving: creates an environment that allows for proactive and shared problem solving, supporting the team to use their strengths to resolve issues • Culturally informed practice and safety: demonstrates leadership in applying culturally informed practice • Business operations: creates awareness of any changes in business operations and ensures implementation of new practice/processes • Evaluating and delivering program improvements: captures, communicates and shares innovative ideas with internal and external stakeholders as appropriate
Leading and inspiring	• Practice leadership: leads planning, review and management of assessment and decision making in line with best practice principles and legislative requirements; expertly translates best practice principles and legislative requirements to apply in practice • Developing others: encourages a learning environment for team members, promoting the need for gaining new knowledge, insights and skills
Additional accountabilities	
You will keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.	

Key selection criteria

Specialist expertise

- Expert understanding and ability to embed the Children, Youth and Families Act 2005 (Vic) in practice, including the core responsibilities and principles of the Act.

- Works confidently with families and exhibits expert understanding of the legislative, policy, and practice requirements relating to family violence and to families impacted by drug and/or alcohol abuse and is able to apply these skills in practice.

Knowledge and skills

1. **People Management:** Aligns team with the organisational values and goals through effective people management and modelling; maximises effectiveness by selecting, developing, managing and motivating a high performing team, clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development; ensures staff are effectively deployed through effective workforce planning practices.
2. **Written communication:** Prepares complex briefs, letters, emails and reports using clear, concise and grammatically correct language; edits written communications to ensure they contain the information necessary to achieve their purpose and meet audience needs; ensures appropriate style and formats are used.
3. **Planning and organising:** Sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required; identifies processes, tasks and resources required to achieve a goal; establishes systems and procedures to guide work and track progress; recognises actual and potential barriers and finds effective ways to deal with them.
4. **Service Excellence:** Identifies and responds to clients' underlying needs; uses understanding of the client or stakeholder's organisational context to tailor services and ensure a high-quality response; looks beyond the obvious to provide outstanding levels of service; constructively deals with service issues that arise in a timely manner; effectively manages risks to service delivery.

Personal qualities

5. **Adaptable:** open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.
6. **Decisive:** Takes rational and sound decisions based on a consideration of the facts and alternatives; makes tough decisions, sometimes with incomplete information; evaluates rational and emotional elements of situations; makes quick decisions where required; commits to a definite course of action.
7. **Self-Discipline:** Maintains a consistent and sensible pattern of behaviour under pressure; recognises and restrains inappropriate emotions during a situation or interaction; recognises own limitations and works with others to ensure plans are achieved.
8. **Resilient:** Perseveres to achieve goals, even in the face of obstacles; copes effectively with setbacks and disappointments; remains calm and in control under pressure; accepts constructive criticism in an objective manner, without becoming defensive.

Values and behaviours

The Department of Families, Fairness and Housing employees are required to demonstrate commitment to:

The public sector values and behaviours – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

Recordkeeping – The department is committed to good record keeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

Diversity – The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTQIA+ community, and people from culturally diverse backgrounds.

Important information

The salary range for this position is set out in Schedule B of the *Victorian Public Service Enterprise Agreement 2024* or its successor. For further information refer to [Department of Treasury and Finance](#).

Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade except unless specified under the VPS Agreement. An executive delegate must approve any above base requests. These will be by exception only or where required to match the current salary of a Victorian Public Service staff transferring at-level.

Individuals who have received a Voluntary Departure Package from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of three calendar years from the date of separation.

Individuals who have received an Early Retirement Package (ERP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 12 months from the date of separation.

Individuals who have received an Application Separation Package (ASP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 18 months from the date of separation.

The department is a key emergency management partner and contributes significantly to Victoria's emergency management arrangements. As part of a whole-of-government agreement, employees may be required to undertake training in emergency management and support functions during an emergency and may be redeployed to facilitate this need.

The department provides and maintains a safe working environment that does not risk the health of its employees.

Pre-employment checks

All appointments require reference checks, national criminal records checks and pre-employment misconduct screening. All child protection positions require an employee Working with Children Check clearance with some also requiring screening through the Disability Worker Exclusion List.

Applicants who have, in the last 10 years, lived overseas for 12 months or longer in one country must provide an international police check from the relevant overseas police agency. Further information is available on the Department of Home Affairs website 'character and policy certificate requirements' page. Alternatively, applicants can obtain a check through an organisation providing international police checks via an internet search.

Further information

For enquiries regarding the position please phone the contact on the position description. If you experience difficulties in applying online, please contact HR Divisional via email at HRDivisional@dffh.vic.gov.au

DFFH values the contribution of all employees and fair and equitable treatment of all people is integral to all activities. As such, the DFFH offers reasonable adjustments for applicants with disabilities on request at aboriginaldiversityinclusion@dffh.vic.gov.au

For further information visit [‘About the Department’ on Department of Families, Fairness and Housing](#)
<www.dffh.vic.gov.au/about>.

To receive this document in another format email HRDivisional@dffh.vic.gov.au

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In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program, or quotation.