

JOB DESCRIPTION

Job Title	Team Manager Out of Home Care
Responsible to	Operations Manager
Responsible for (if applicable)	Complex Care and Fostering

Overall Purpose

To take a leadership role in the development and management of Out of Home Care services in the relevant region. To provide appropriate levels of line management, supervision, support and training to the team to ensure high quality, culturally responsive practice in line with Key Assets Vision and Values.

Core Tasks

- To take a lead responsibility for the development and delivery of Out of Home Care (Complex Care and Fostering) in the relevant region, ensuring high quality, safe, therapeutic and culturally responsive services that are integrated into the community.
- To build close and effective working relationships, be an active and visible management presence in the relevant region with Key Assets staff, the Department of Communities, and other key stakeholders.
- To take responsibility for the ongoing implementation of the Complex Care model and monitor fidelity to the program.
- To ensure the provision of line management; including recruitment, induction, training, coaching, supervision and support to relevant team members.
- To take responsibility for the ongoing implementation of the Practice Framework into the fostering service practice.
- To support Case/Social Workers to ensure an adequately trained and skilled direct care work force (Complex Care).
- To take a lead role in ensuring the professional development and training of Foster Carers.
- To support the rostering process for Complex Care and be available to provide direct support to Young People if required, this may include overnight supports.
- To ensure the provision of the service is compliant with Key Assets and Departmental policies and standards including the preparation and timely completion of required contract reporting.
- Closely review, monitor, and respond to all critical incidents in line with Key Assets policy and procedure. Including the analysis of any themes and trends and develop strategic responses and continuous improvement strategies.
- To participate in any investigation of abuse or neglect and complaints as required.
- To support in developing and managing partnerships between Key Assets and

local Aboriginal Community Controlled Organisations.

- To take responsibility for the collection and reporting on key outcome and output data, with the support of the Operational Manager and Quality Assurance Officer. Contribute to the ongoing development and continuous improvement of services.
- To chair relevant meetings, both internally and externally, as required.
- To ensure that best practice is maintained in all cases and at all times and that all Key Assets services are culturally responsive and child safe. This will include risk assessment and safety planning as required.
- To ensure all required records are kept and stored on the company data base, supporting in addressing any audit processes.
- To participate in the Key Assets WA Leadership Team sharing responsibility for business planning, strategic planning, budget and operations management.
- To work closely with the Operations Manager and Property Manager to ensure that the team and Complex Care houses are appropriately resourced, managed and supported, promoting a positive team culture.
- To ensure that children and young people's opinions and those of significant others are sought over issues which are likely to affect their daily life and their future
- Ensure children and young people are aware of how to raise any concerns or complaints.
- At all times to ensure the safety of children is a paramount consideration in decision making and service delivery.

Additional Duties

- To undertake out of hours duty on a rostered basis.
- To undertake training and development deemed necessary for the pursuance of the post.
- To ensure Health and Safety is observed in the course of all activities.
- To comply with equal opportunities policy and procedure in all practices.

It is the nature of work of Key Assets that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description have to be undertaken.

To be signed at the commencement of employment

Managers Signature:	
Date:	

<i>Employee Signature:</i>	
<i>Date:</i>	

PERSON SPECIFICATION
Team Manager Out of Home Care

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise (if applicable) **T**
 Assessed by Documentary Evidence **D**

	Essential/ Desirable	Shortlisted Criteria	A	I	T	D
<u>Education/ Qualifications</u>						
<ul style="list-style-type: none"> Hold a relevant qualification in community services 	Essential	✓	✓	✓		✓
<u>Experience/ Training</u>						
<ul style="list-style-type: none"> Must have a minimum five years' experience in a children and family setting of which two years must have been gained working in child protection and/or out of home care. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Evidence of significant management and supervisory experience 	Essential		✓	✓		
<ul style="list-style-type: none"> To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of Microsoft Office 	Essential	✓	✓		✓	
<ul style="list-style-type: none"> A proven ability to produce a high standard of report writing 	Essential			✓		
<u>Personal Qualities</u>						
<ul style="list-style-type: none"> Able to be confident in exercising initiative and acting independently while seeking guidance when required. Self-starter with the ability to work with a degree of autonomy. 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to communicate simply and effectively, both verbal and written, with a diverse client group, and with staff at all levels, recognising potential language barriers and cultural differences 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Tenacious, diligent and resilient with the ability to adopt a creative approach to problem solving in a complex, culturally sensitive environment 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to work across a number of different services, terms, conditions and processes simultaneously 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to think quickly and act appropriately to business need 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to work respectfully in partnership with other agencies, internal and external departments, and training providers 	Essential			✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
• Ability to work with cultural advisors to ensure that training material and delivery methods are culturally relevant	Essential			✓		
• Demonstrated reliability, flexibility and dependability	Essential			✓		
• Ability to create a positive working environment where people have the opportunity to reach their potential	Essential			✓		
• Ability to maintain confidentiality	Essential	✓	✓	✓		
• Ability to work under pressure and handle changing priorities	Essential		✓	✓		
Miscellaneous						
• A commitment to Equal Opportunities and OH&S in all work practices	Essential		✓	✓		
• A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding best practice and the Safeguarding of children	Essential		✓	✓		
• A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander people, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds	Essential		✓	✓		
• A commitment to providing a professional and quality service	Essential			✓		
• Ability and willingness to travel, including occasional nights away may be required within WA and possibly Interstate.	Essential			✓		
• Ability and willingness to work flexibly including, early morning and evening work as necessary	Essential			✓		
• Must possess a full current driving license relevant to the state this role is based.	Essential	✓	✓			✓
• To be confident dealing with people in sometimes stressful/ difficult situations or remotely	Essential			✓		
• Be prepared to seek advice where necessary	Essential			✓		

Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.

Signed by Job Holder:

Date:	
Signed by Line Manager:	
Date:	