

## POSITION DESCRIPTION

<b>1. POSITION TITLE</b> Team Leader Brighter Futures	<b>2. POSITION LOCATION</b> Taree Office	<b>3. PERFORMANCE MANAGER</b> Manager Permanency Support Taree
<b>4. SERVICE AREA</b> Permanency Support Program	<b>5. CLASSIFICATION</b> SCHADS Award Level 6	<b>6. POSITION STATUS</b> Part time
<b>7. POSITION SUMMARY</b>		
<p>Brighter Futures provides support and specialised services to vulnerable families to ensure that children can have the best possible start in life. It is a voluntary, targeted program, designed to help prevent an escalation of the problems they are facing.</p> <p>This position will be responsible for the overall coordination (day to day management, supervision and administration) of the Brighter Futures Program. This position will lead a team of Case Managers and a Parenting Educator. The Team Leader will also carry a small caseload of clients.</p> <p>Critical roles will be to assess referrals from the Department (FACS) and the community against eligibility criteria; ensuring that best practice standards are maintained; overseeing accurate records and data management and adhering to Departmental reporting requirements; promoting the program among local area networks; and encouraging best practices among local support and brokerage services in response to the diverse cultural and circumstantial needs of families. The Team Leader must be able to adapt the service in response to any changes in service provision guidelines and to support the team through the SafeCare trial 2017-2020.</p> <p>An awareness and sound understanding of Aboriginal culture and traditions will be integral to this role. As well as awareness of CALD and other diversity that may define parental roles, family and community relationships.</p>		
<b>8. PERSONAL ATTRIBUTES / SELECTION CRITERIA</b>		
<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>• A commitment to work within the CatholicCare Mission, Vision and Values.</li> <li>• Tertiary qualifications in social welfare, child or family services or related field.</li> <li>• Demonstrated leadership skills including staff supervision, support and development, conflict resolution and change management.</li> <li>• Experience working with Parents and Families with a high commitment to child inclusive practice.</li> <li>• Sound understanding and experience of early intervention programs and case management for vulnerable families.</li> </ul>		

- Highly developed communication skills including demonstrated skills in professional consultation, interagency liaison, report writing and verbal communication.
- Demonstrated ability to plan and coordinate multiple tasks.
- A proven commitment to quality management, confidentiality and ethical practice.
- Demonstrated ability to work within a multi-disciplinary team.
- Strong affinity with and understanding of Aboriginal Culture, especially in relation to family and child protection issues.
- Current driver's licence.

#### Desirable

- Commitment to work flexible hours as required for program success.
- Senior First Aid Certificate/ or willingness to attain one.

### 9. QUALIFICATIONS / LICENCES

- Tertiary qualification in social welfare, child or family services or related field and experience working with vulnerable families.
- Current driver's licence.

### 10. ORGANISATIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, disability, community services, refugee service, mental health and Out of Home Care. All staff is required to work within the ethos of the Catholic Church.

### 11. MISSION – VISION – VALUES

#### **Our Mission**

*CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.*

#### **Our Vision**

*For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.*

#### **Our Values**

*Innovation – we continually challenge ourselves to consider all creative options*  
*Acknowledging – our feelings and actions; we acknowledge our circumstances and choose to respond respectfully; we take responsibility for our behaviour*  
*Learning and improving – we all bring skills and practice knowledge that we share to achieve continuous improvement*  
*Inspiring – we encourage each other to reach our full potential*

### 12. PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
<b>1. Lead and develop staff</b>	<ul style="list-style-type: none"> <li>• Provide formal operational supervision for all team members including team supervision or reflection sessions.</li> <li>• In consultation with Case Managers conduct family plan reviews</li> <li>• Conduct staff appraisals and ensure that the learning and development needs of team members are identified and progressed</li> <li>• Ensure that time and resources are available for learning development</li> <li>• Observe team members' work, assess performance and evaluate team members' knowledge of relevant support strategies, legislation and organisational requirements</li> <li>• In conjunction with PSP Manager promote a harmonious workplace and actively intervene to resolve staff conflict</li> <li>• Ensure the physical and emotional safety of staff at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence that regular supervision has occurred</li> <li>• Evidence that Family Plans Reviews are completed in a timely manner.</li> <li>• Evidence that regular staff appraisals has occurred</li> <li>• Learning and development opportunities are identified via staff appraisals</li> <li>• Evidence that regular in house supervision has occurred</li> <li>• Staff surveys indicated levels of harmony in the workplace</li> <li>• WHS issues identified and documented</li> </ul>
<b>2. Case Management</b>	<ul style="list-style-type: none"> <li>• Assess families for eligibility and suitability to the program</li> <li>• Ensure referrals are made to alternative agencies if unsuitable for the program</li> <li>• Ensure strengths based case plans are developed with each family focused on the wellbeing of each child in the family</li> <li>• Ensure Case Conferences with relevant parties are coordinated</li> <li>• Ensure adequate home visits are conducted</li> </ul>	<ul style="list-style-type: none"> <li>• Family eligibility and suitability is determined</li> <li>• Triage of family takes place to determine priority</li> <li>• Referral to other agencies occurs where required</li> <li>• Strengths based assessment is conducted and is reviewed at least 6 monthly</li> <li>• Strengths based case plan developed and reviewed at least 6 monthly</li> <li>• Case Conferences occur with relevant parties after initial case plan and then</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure referrals are made to Parenting Programs and Home Visitor, Case Worker and Child Care to meet the individual needs of the family</li> <li>• Coordinate regular (at minimum 6 monthly) case reviews</li> <li>• Ensure accurate and comprehensive case files that meet both legislative and organisational requirements are maintained</li> <li>• Ensure remote clients are not disadvantaged &amp; have priority where other community services are lacking</li> </ul>	<p>at reviews or when changes or issues arise</p> <ul style="list-style-type: none"> <li>• Home Visiting Plans, Parenting Programs, Case Work and Child Care are established, monitored and occurred</li> <li>• Case Files are maintained and accurate</li> <li>• Rural and remote clients receive services that match or are greater than those accessible</li> </ul>
<b>3. Evidence Based Practice, Research, Education and Training</b>	<ul style="list-style-type: none"> <li>• Conduct Brighter Futures Evaluation with participating families</li> <li>• Refer to current evidence based research when evaluating professional practice in self and others</li> <li>• Source, promote and attend training and education that promotes early childhood welfare, development, health, wellbeing and core program vulnerabilities</li> <li>• Attend any FACS training identified</li> <li>• Demonstrate practice and planning that endorses early childhood principles and child safety and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation surveys are used appropriately with parental consent and compare progress</li> <li>• Can articulate discussion on current EBP and research</li> <li>• Promotes EBP at staff meetings and partner forums</li> <li>• Attendance at training and development/ seminars is recorded</li> <li>• Early childhood development, play, health and wellbeing is observed as being promoted across all families and staff</li> <li>• Attends child protection training</li> </ul>
<b>4. Documentation and Reporting</b>	<ul style="list-style-type: none"> <li>• Ensure confidential, high quality records in relation to participant information are maintained</li> <li>• Collate information as required for reporting to funding bodies and</li> </ul>	<ul style="list-style-type: none"> <li>• Records are maintained and contain high quality information relating to clients and the program</li> <li>• Confidentiality is observed in all aspects of reporting and records are filed according to policy</li> </ul>

	<p>CatholicCare management</p> <ul style="list-style-type: none"> <li>• Ensure policy and procedure regarding document management and file archiving are followed</li> <li>• Ensure quality records in relation to case management support/casework are maintained</li> <li>• Monitor and evaluate home visiting, parenting, childcare and partner service delivery and relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Brighter Futures programs are evaluated</li> <li>• Policy and procedures are followed in relation to document management and archiving</li> <li>• Case management records are maintained and contain high quality information relating to clients and partners</li> </ul>
<b>5. Stakeholder Relationships, Promotion and Business Development</b>	<ul style="list-style-type: none"> <li>• Promote relationships and enhance networking with stakeholders and partners (especially FACS) E</li> <li>• Ensure CatholicCare is represented and promoted within the community as a quality provider of service</li> <li>• Attend relevant interagency meetings</li> <li>• Attend WAM &amp; ICD</li> </ul>	<ul style="list-style-type: none"> <li>• Partnerships are created and well supported</li> <li>• Community profile is enhanced and visible</li> <li>• Stakeholder relationships maintained and productive – positive feedback received</li> <li>• Interagency networking is evidenced</li> </ul>
<b>6. WHS, Policy Development, Implementation &amp; Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Ensure sound WHS practice is promoted at all times and across all venues.</li> <li>• Participate in the review, development and implementation of service specific policies</li> <li>• Ensure opportunities for quality improvement are implemented where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• WHS hazards are reported and policies followed</li> <li>• Program delivery at all sites adheres to WHS standards and is promoted to clients</li> <li>• Policies are developed and reviewed for specific parenting programs and are clearly communicated</li> <li>• Quality improvement activity occurs and is reported upon at team meetings</li> </ul>

<b>7. Team Membership &amp; Personal Practice Responsibilities</b>	<ul style="list-style-type: none"> <li>• Assist to organise and participate in team meetings</li> <li>• Prepare and deliver service and progress reports to relevant staff and/ or Manager</li> <li>• Ensure relationships with other services within the CatholicCare organisation are developed and maintained</li> <li>• Maintain own professional practice and awareness of current research in practice</li> <li>• Ensure mandatory reporting guidelines are followed in relation to child protection concerns</li> <li>• Engage in performance appraisals</li> <li>• Maintain a high level of ethical and professional conduct in workplace relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Team Meeting are documented with outcomes indicated.</li> <li>• Harmonious working relationships within the team and with partners/stakeholders is achieved</li> <li>• Decision making is ethical and values based</li> <li>• Own professional practice and currency of knowledge is maintained and appropriate</li> <li>• Child protection issues are addressed appropriately</li> <li>• Positive participation in own appraisal occurs</li> </ul>
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### 13. KEY RELATIONSHIPS & COMMUNICATION

RELATIONSHIP	PURPOSE & FREQUENCY
1. Manager Permanency Support Taree	Daily for direction and issues that arise/ key issues reporting. Monthly for formal operational supervision.
2. Partner Agencies - FaCS	As required for successful coordination, referral and communication of Brighter Futures program.
3. Other Stakeholders	As required for successful coordination, referral and communication of Brighter Futures program.
4. Finance and Administration	Signing on and off; stationery and consumable purchases; WHS; admin support.

### 14. SIGNIFICANT CHALLENGES

What?	Why?
1. Working and leading a program within an established multidisciplinary team who are often dealing with issues that are sensitive	Issues arise on a day to day basis that can be distressing and also cause re-juggling of priorities – maintaining a calm and harmonious working environment is a priority.

2. Meeting competing priorities and deadlines in a high activity and demanding work environment	Working with vulnerable families can sometimes be stressful and demanding – working across two programs will provide a complexity to this role that may be challenging to manage. Other demands can sometimes distract from core role, environment can be busy and demanding – applying sufficient time to organise groups, referrals, meetings and partner agencies networking.
3. Change Management	The program is in the early stages of a 3 year trial that will present challenges and the need to be responsive to new ways of working. This may require fresh and innovative approaches to service delivery.

## 15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

## 16. LEGISLATION & CATHOLIC CARE POLICY

### Occupants must:

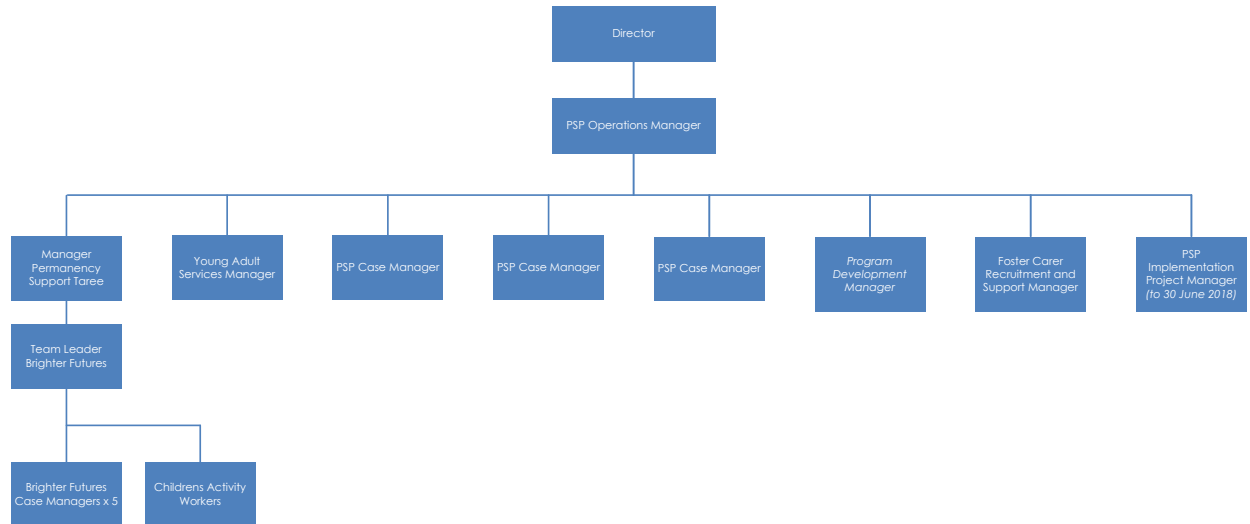
- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager;
- Take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations;
- Not take advantage of their role in CatholicCare for personal gain;
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and,
- Only make decisions within their delegated responsibilities.

## 17. EXPECTED EMPLOYEE BEHAVIOUR

### Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare.
- Display respect for themselves and their colleagues.
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve.
- Work with residents/People We Support in line with relevant legislation.
- Attend staff meetings and compulsory education when required.
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support.

## 18. ORGANISATIONAL CHART



**Position Description  
last reviewed:**

**Next review due:**