



## Family Relationship Services

### TEAM LEADER

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**POSITION****DESCRIPTION**

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<b>Service:</b>	Family Relationship Services
<b>Program:</b>	Children’s Contact Service (CCS) Parenting Orders Program (POP) Post Separation Family Counselling (RFDR)
<b>Position Title:</b>	Team Leader Albury
<b>Probation Period:</b>	6 months from date of commencement
<b>Position Base:</b>	681 Young Street, Albury office but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification:</b>	Social & Community Services Worker
<b>Level:</b>	Level 6
<b>Hours of Work:</b>	38 hours per week – including some evening and weekend work. Contracted hours are according to Employment Conditions form that may change as agreed from time to time.
<b>Tenure:</b>	Ongoing employment subject to available funding appropriate to supporting the position.
<b>Travel:</b>	Travel on a day to day basis is required using an Agency vehicle.

### 1. POSITION CONTEXT & SUMMARY OF POSITION

Consistent with its mission, Strengthening Families to Build Vibrant Communities, UMFC is an independent, community managed agency dedicated to the provision of a range of supportive services designed to strengthen individuals and families. UMFC has a number of family law related programs funded by the Australian Attorney-General’s Department and administered through the Family Support Program (FSP) of the Department of Social Services (DSS).

These are the:

Children's Contact Service	Regional Family Dispute Resolution
Family Relationship Centre	Parenting Orders Program
Financial Counselling	

In October of 2014 a restructure was undertaken and all of the above programs have been brought together as Family Relationship Services (FRS).

The FRS Team Leader position undertake responsibility for the effective and efficient day to day operations of the CCS, POP and RFDR programs through clinical, administrative, and supervisory functions. They also undertake some direct client work.

## 2. COMMUNICATION WITH OTHERS

Position supervised by:	FRS Practice Leader
Supervises directly:	Staff - POP, CCS, Post Separation Family Counsellor, students, Volunteers, others as required
Communicates internally primarily with:	FRS Practice Leader, FRS Team Leader Wodonga, FRS Manager, Albury office staff, other FRS staff and other relevant staff within UMFC
Communicates externally primarily with:	Other community agencies, other DSS services, courts, legal services and relevant external networks

## 3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the Upper Murray Family Care values of Participation, Respect, Excellence, Justice and Honesty, this position provides high quality, efficient services through the following Key Responsibility Areas:

<p><b>KRA 3.1</b></p> <p>As a member of the FRS leadership team coordinate and contribute to the delivery of high quality, efficient, outcome focused client services that are compliant with all the relevant contractual, regulatory and legislative requirements.</p>
<p><b>KRA 3.2</b></p> <p>Provide supervision to a professional multi-disciplinary team consistent with UMFC policies, procedures and culture.</p>
<p><b>KRA 3.3</b></p> <p>As a member of the FRS leadership team, foster a collaborative working relationship between all FRS programs to ensure high quality, consistent and seamless service provision to families and positive staff morale.</p>
<p><b>KRA 3.4</b></p> <p>To actively contribute to the development and evaluation of FRS program policies, procedures, case practice manuals and working groups as formed from time to time.</p>
<p><b>KRA 3.5</b></p> <p>To undertake direct client service delivery and manage a caseload as regularly determined and monitored through the supervision process. This will include, but is not limited to: delivering information seminars; facilitating group work including BBB and Jigsaw; and case management work including clients of CCS, POP and RFDR.</p>

<p><b>KRA 3.6</b></p> <p>Monitor the teams' compliance with data reporting, including DSS Data Exchange and provide program related performance reports as required.</p>
<p><b>KRA 3.7</b></p> <p>Support the Service Manager in leading a culture that promotes child safety through the recruitment, supervision and professional development of staff with particular attention to Aboriginal and CALD cultural safety and children with a disability.</p>
<p><b>KRA 3.8</b></p> <p>Be a role model and assist with the creation and maintenance of a service culture that reflects the Agency values of participation, respect, excellence, justice and honesty.</p>
<p><b>KRA 3.9</b></p> <p>Actively participate as a team member in relevant meetings, professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p><b>KRA 3.10</b></p> <p>Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p><b>KRA 3.11</b></p> <p>Other duties/delegations as directed, relevant to the main focus of the position.</p>

#### **4. PHYSICAL REQUIREMENTS OF THE POSITION**

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Continuous
- Computer based tasks – Frequent
- Driving – Occasional
- Lifting/Carrying - Occasional

#### **5. KEY SELECTION CRITERIA**

- 5.1** Tertiary qualification in Social Work, Psychology, Social Sciences, Community Welfare Practice or equivalent. In addition to this, Management qualifications would be an advantage.
- 5.2** Experience – demonstrated experience in service delivery, management of staff, leadership and program development in the child and family service sector.
- 5.3** Operational Coordination – demonstrated experience of coordinating service delivery in the context of contractual obligations and organisational strategic direction.

- 5.4** People and performance – able to establish and lead a functional and cohesive team, including the ongoing professional development of individuals and the team. Able to guide, develop and support team members to achieve successful outcomes and to deal with arising issues appropriately.
- 5.5** Leadership – able to influence and engage others to understand their role and embrace improvement initiatives. Able to work collaboratively with others in the organisation.
- 5.6** Client Services – a demonstrated ability to undertake and to lead staff undertaking work with child and adult clients who are experiencing family separation and post separation conflict, including complex issues such as family violence, mental health, drug and alcohol misuse.
- 5.7** Emotional Intelligence – a demonstrated ability to understand and manage oneself and the impact of actions on others, to appreciate difference and to build confident professional relationships with team members to enable effective performance management processes.
- 5.8** Communication – highly developed written and verbal communication skills, able to communicate concepts and ideas to a variety of stakeholders in a variety of ways.
- 5.9** Personal Attributes including:
- Ability to confidently (and concisely) communicate with members at any level of an organization
  - Ability to liaise effectively with public on sensitive relationship issues
  - Ability to work independently and as part of a team
  - Effective time management
  - Commonsense and a willingness to be flexible
  - Good sense of humour (not obligatory but definitely an advantage)

## **6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS**

- 6.1 A satisfactory Victorian & NSW Working with Children Check
- 6.2 A satisfactory Police Check
- 6.3 Current driver's license

## **7. WORK CHALLENGES/PRESSURES**

- Competing program and agency priorities
- Managing the impact of vicarious trauma
- Seeking innovative ways to engage and increase community awareness
- Inspiring trust and confidence from a well-established small team

## 8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata).

## 9. CONTRACT OF EMPLOYMENT

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct, confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by persons commencing employment at UMFC.

## 10. DECLARATION OF CURRENT AND ONGOING CAPACITY

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
  - a) The knowledge, skills and attitudes required, and
  - b) My physical and psychological capacity to undertake the work.
2. Additionally I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description including any changes in the status of my driver's license, and/or my ability to meet legislative requirements such as the WWC check and police check.

**Signed:** \_\_\_\_\_

**Attachments:** *Organisational Chart  
Agency Brochure  
Program Brochure  
Benefits of Employment*

**Witnessed:** \_\_\_\_\_

**Date:** \_\_\_\_\_