



## POSITION DESCRIPTION

Position Title	PSP Team Leader - Family Connect and Support
Reporting To	PSP Manager- Preservation

### PURPOSE OF THE POSITION

The Family Connect and Support Team Leader is responsible for successfully coordinating a team of Family Connect and Support Caseworkers (FCSC) to ensure the effective delivery of services and support to children, young people (CYP) and their families.

The Family Connect and Support Team Leader will liaise with the Department of Community and Justice (DCJ), ensuring SCMSAC maintain a constructive and effective partnership with this key government department and other key stakeholders.

The Family Connect and Support Team Leader will establish and maintain a good working relationship with local support services that can assist the team that they are supporting. The Family Connect and Support Team Leader will have a sound knowledge of local support services and their referral pathways to ensure that families receive a timely and efficient service.

### KEY RESPONSIBILITIES & DUTIES

- Provide formal and informal support to a team of PSP staff in line with SCMSAC Support and Supervision Policy
- Develop the skills and capacity of staff through external and on the job training, including mentorship
- Coordinate and conduct regular team meetings and case plan meetings, keeping accurate records and meeting minutes
- Foster teamwork, goodwill and cooperation throughout teams
- Ensure reporting of notifiable events are handled consistent with SCMSAC Policies and Procedures
- Coordinate referrals from external stakeholders and appropriate allocation of these referrals in line with required timeframes and processes.
- Ensure the implementation of all responsibilities details in the SCMSAC Child Protection Policy by ensuring staff are aware of their responsibilities
- Take all necessary steps to ensure children and young people in the program are protected supported and safe from abuse
- Ensure that good working relationships are established and maintained with local support services, as well as a sound knowledge of the local support services available to families.
- Where applicable ensure that family case plans are completed and reviewed within designated timeframes, and facilitate the attendance of all key stakeholders at relevant meetings including family group conferences and reviews
- Undertake and participate in regular evaluations of the service and take part in annual appraisals and team planning days
- In conjunction with PSP Managers, assist with responses to complaints

- Undertake specific task allocated by the PSP Manager – Preservation, relating to promotion of the service and the enhancement of the partnership between the team and key stakeholders
- Ensure casework complies with relevant legislation and standards, including but not limited to Child Protection Laws and WH&S, and that documentation complies with the Office of the Children's Guardian (OCG) Standards
- Understanding of capacity to implement EEO, WH&S, ethical practice and principles of a culturally diverse society
- Comply with all SCMSAC Policies and Procedures
- Hold a small caseload when required
- Other duties as reasonably directed by the CEO or delegate

## KEY PERFORMANCE AREAS

- Leadership and Management
- Records Management
- Data Collection and Reporting
- Stakeholder Engagement and Collaboration
- Enquiries and Complaints Resolution
- Continuous Quality Improvement, Risk Management and WHS

## KEY COMPETENCIES

### Qualifications, Knowledge and Experience

#### Essential

- Relevant Tertiary Qualifications in Social Work, Welfare, Community Services or related fields and extensive experience in these fields
- Demonstrated knowledge and understanding of the issues affecting Aboriginal and CALD communities, families and children, specifically in relation to the placement of Aboriginal children and young people in care and how to work with these families in a culturally safe way
- Experience identifying and responding effectively to issues impacting families such as domestic and family violence, mental health problems or illness, financial stress and substance abuse
- Ability to assess safety and risk, have difficult conversations, overcome barriers and build trusting working relationships with families
- Experience as a Team Leader or Supervisor and the ability to lead and motivate a team, set goals and monitor performance
- Proficiency in report writing and demonstrated ability to develop, organise and maintain records in a timely manner
- Demonstrated computer skills and literacy
- Knowledge and understanding of the Children and Young Person (Care and Protection) Act 1998 and the ability to develop an understanding of the Human Services Outcome Framework: Early Intervention (FaCS 2018)
- Clear Working with Children, Police History Record Check and Working with Vulnerable People Check
- Current Drivers Licence

## Desirable

- \*Aboriginality
- Culturally and linguistically diverse backgrounds desirable
- Vocational qualifications in Frontline Management or willingness to obtain

## PERSONAL QUALITIES AND ATTRIBUTES

- Highly developed organisational skills and capacity to prioritise competing demands
- Effective time management skills and the ability to work to strict deadlines
- Demonstrates flexibility and initiative in the workplace
- Effective conflict resolution skills, negotiation, mediation and decision making skills

## RELATIONSHIPS

With	Purpose
CEO	The CEO may make day to day requests for support and information from the Family Connect and Support Team Leader.
PSP Executive Officer	The Team Leader may receive guidance and direction from the Executive Officer – PSP.
PSP Manager	The Manager PSP is the first point of contact for the overall direction of work and will provide support to the Team Leader.
Managers, Team Leaders and Employees	The Team Leader will interact closely with the Managers, Team Leaders and other employees to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback.
Family Connect and Support Workers	The Team Leader is responsible for overseeing the direction of work and will provide support and supervision to a team of Family Connect and Support Workers. The Team Leader will interact closely with all staff to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice & feedback.
External Stakeholders	The Family Connect and Support Team Leader will develop and maintain strong links with external stakeholders, community organisations and other agencies in the local area including educational institutions, service providers, government bodies and funding bodies.

## FINANCIAL DELEGATION

This role may encompass a Financial Delegation, being the authority to approve expenditures or enter into financial commitments on behalf of SCMSAC. It is a responsibility of this role to operate within SCMSAC policy, delegations and guidelines when approving expenditures and entering into financial commitments. For more information see GUI-GOV-00-Delegation of Authority.

## EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

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Employee signature

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Date

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Signed and approved on behalf of SCMSAC

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Date

*\*Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*