



POSITION DESCRIPTION

Position Title	Team Leader - Family Connect and Support
Reporting to	General Manager – Child and Family (Early Intervention)
Liaises with internally	All employees
Liaises with externally	Government organisations, NGO, clients, support services, community
Purpose of the position	The Family Connect and Support Team Leader is responsible for successfully coordinating a team of Family Connect and Support Caseworkers to ensure the effective delivery of services and support to children, young people and their families.
Selection Criteria	Essential Criteria • Minimum Cert IV in Community Services or related fields, or willingness to obtain, 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 proficiency, including the use of Microsoft Office applications, clinical record and data management systems. • Ability to develop productive working relationships with stakeholders, including funding bodies, peak bodies and other agencies. • Excellent communication skills and interpersonal skills with the ability to exercise these in a team environment. • Effective conflict resolutions skills, negotiation, mediation, and decision-making skills. • 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).

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	- Highly developed organisational skills and capacity to prioritise competing demands. - Willingness to consent to have probity information entered onto the Residential Care Workers Register. - Current Working with Children, National Police Check and Working with Vulnerable People Check. - Current Drivers Licence. Desirable Criteria - Aboriginality*. - Working knowledge of the local and regional service networks.
Behaviours Required	- Innovative and strategic thinking - Client focused - Solutions driven - Honesty and Integrity - Self-motivated
Organisational Values	- Deliver excellence through quality service provision, collaboration and measuring outcomes. - Be passionate, caring and respectful in everything that we do. - Be a socially responsible, culturally supportive presence in each of our communities. - Be creative and flexible in our responses to community needs, listen and learn so that we can do things better. - Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes. - Contribute to shared learning through research and partnerships.
Key Performance Indicators	Day to Day / General - Developing and maintaining good working relationships with external stakeholders, including promotion of the service and attending inter-agency meetings. - Ensure quarterly reporting through Data Exchange is completed by the due date. - Review all needs assessments and case plans within three business days of receiving from caseworker. - Monitor that your team is giving every family that they work with an opportunity to participate in a pre and post client survey to measure outcomes. - Maintain compliance with the regulations as prescribed by the regulatory authority along with all legal and statutory requirements at all times.

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	• Conduct monthly file audits for your program. • Ensure the database Community Data Solutions (CDS) is up to date. • Compile and provide the Monthly Team Leader Report by the 3rd of each month to your manager. • Ensure reporting of notifiable events are handled consistent with SCMSAC Policies and Procedures. • Hold a small case load, when required. • Attend referral allocation meetings twice per week on Tuesdays and Thursdays, to allocate referrals to caseworkers. • Support your team to participate in relevant community events, min. four times per annum. • Ensure employees are updated and educated monthly around company and governing policies, during/in team meetings. • Attend and, where relevant, coordinate team meetings. Be punctual, prepared, and ready to participate. • Actively participate in monthly documented support and supervision sessions. • Conduct monthly documented support and supervision with each direct report, ensuring this is saved on relevant personnel file and uploaded to HR3. • Lead and participate in relevant annual performance reviews. • Other duties as reasonably directed by the CEO or delegate. Communication and Collaboration • Maintain client confidentiality. • Communicate in a professional and respectful manner. • Report matters in line with SCMSAC's Notifiable Events Policy. • Participate in decision-making and joint problem solving. • Build positive partnerships, both internally and externally. Information Technology • Utilise IT Systems and equipment in line with SCMSAC policy and procedure. • Collect and analyse data, specific to your role. Continuous Quality Improvement • Actively participate in organisational continuous quality improvement initiatives. • Actively participate in the implementation of outcomes from program quality audits. • Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role.

Position Title	Team Leader - Family Connect and Support
	Child Safety • Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure. • Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure. Workplace Health and Safety • Adhere to WHS obligations as outlined in our WHS Policies/Procedures. • Comply with relevant PPE requirements for your role. • Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.

**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.*

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-00-GOV-Delegation of Authority.

Employee Acceptance

I, _____, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

_____ Name/Role	_____ Signature	_____ Click to enter date Date
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