

POSITION DESCRIPTION

Position Title	Family Services Team Leader
Program	Family Services
Employment Status	Full-time
Tenure	Contract – 12 months
Classification	Kids First EBA – SCHADS Award Level 7
Position reports to	Operations Lead, Child and Family Services
Location	Thomastown / Heidelberg; on the lands of the Wurundjeri people

Kids First is a child, youth and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children and young people up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children, young people and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

Our Purpose

Every day we will work together to improve the life trajectories of children and young people and maximise positive outcomes for them and their families.

Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



Hope

We believe that change is possible and achievable



Empowerment

We build on people's strengths and support their ability to make positive changes in their lives



Accountability

We are open and transparent in everything we do



Respect

We value all people



Trust

We act in an ethical, inclusive, professional and open manner

Position Purpose

Kids First Australia Family Services covers the local government areas of Banyule, Nillumbik, Darebin, Whittlesea, and Yarra and is a member of the North East Metropolitan Alliance (NEMA). Kids First Family Services works closely with all DFFH funded Family Services providers in the catchment.

This position will lead a team of practitioners to provide brief, early, or tertiary intervention to families, according to their current needs and goals through implementation of the Kids First Coaching Framework.

Kids First Coaching Framework was developed in 2018 as a new Model of Service built on the foundation that the best way to strengthen families is to build the capacity and confidence of parents and carers. Utilising strategies that harness and cultivate motivation for positive change and growth, strengthening the self-regulatory capacity that parents require to escape unhelpful behaviour patterns and develop new skills, the Coaching Framework puts adult capacity-building at the centre of the Kids First family services work.

The Team Leader role will have a strong focus on the implementation and evaluation of evidenced based practice methods. This position will work closely with Kids First Leadership team to develop, implement, and deliver innovative interventions.

As a member of Kids First, it is expected that the interventions will align with the clinical model of service and practice principles more widely. It is also expected that the role builds and maintains professional external relationships, providing an appropriate referral, resource, and case management network.

The main focus of the Team Leader role will be:

- Provide guidance and supervision to a team of child and family practitioners.
- Support and lead the provision of high level, trauma and evidence informed practice
- Support integrated practice and integration of services across streams.
- Support and embed Kids First Values within the Child and Family Services stream.

Organisational Relationships

Supervisor	Operations Lead, Child and Family Services
Direct Reports	Up to 8 Child & Family Practitioners
Internal Relationships	<ul style="list-style-type: none"> • Chief Executive Officer • Executive Team • Child and Family Services Leadership Team • Direct Reports • All staff
External Relationships	<ul style="list-style-type: none"> • Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders. • The Orange Door • NEMA Alliance Partner Agencies • Child Protection (DHHS) and Community Based Child Protection Workers • Professional networks

Key Responsibilities

Meeting relevant service targets and standards

- Lead a team of Child and Family Practitioners who provide coaching functions to vulnerable families and children at risk of abuse and neglect.
- Ensure that the team meet all relevant service targets and standards and prepare reports on performance as required.
- Ensure that IRIS and other relevant databases are maintained and up to date.
- Oversee the implementation of Quality and Practice standards as articulated in Kids First Policies and Procedures and funding body expectations.
- Conduct regular file audits.
- Ensure mechanisms in place to address risk and safety of clients, are adhered to.
- Ensure adherence to the Victorian Child Safe Standards, Multi Agency Risk Assessment and Management Framework (MARAM) and other relevant legislative and service requirements.
- Ensure the implementation of client feedback processes.
- Develop and maintain effective stakeholder relationships.

Recruitment, induction, and professional development of staff

- Provide regular quality supervision to Practitioners, in accordance with Kids First Policy and Procedures.
- Be responsible for staff selection processes, the successful induction of new staff, probationary reviews, annual performance reviews, and compliance with Human Resource Management standards articulated in the Kids First Policy and Procedures Manual.
- Actively engage and develop staff in the achievement of Kids First business plan and funding obligations.

Team development and performance

- Develop the capability of the team in the provision of best practice to vulnerable children and families, in accordance with Kids First Practice Principals.
- Actively facilitate the development of a high-performance team.
- Participate in Agency-wide activities, organisational and personal professional development.
- Participate in and contribute to Kids First clinical review processes.

Contributing to Kids First reputation for practice leadership and quality

- Provide information, training and education about parenting and family support issues to internal and external stakeholders.
- Actively participate and contribute as a member of all relevant Kids First internal meetings.

Present on the work of Kids First Family Services in child and family welfare and related forums.

Management of key relationships with stakeholders, partners, and supporters

- Develop and maintain mutually accountable, mutually responsible relationships with other members of the Kids First management and leadership team.
- Develop and maintain good working relationships with The Orange Door, NEMA partner agencies, Community Based Child Protection, Child Protection, other services, and funders, including government and philanthropic trusts and foundations.
- Participate and contribute to sector and stakeholder meetings.

Ensuring compliance with Kids First Policy and Procedures

- Provide guidance and support to staff in their work and relationships in the organisation in line with Kids First Policies and promote continuous quality improvement.
- Provide reports to senior management on compliance with policies and procedures e.g., with the management of health and safety issues, complaints, and critical incidents.
- Assist in the re-development and review of policies and protocols where necessary.
- Take on higher duties or deputise for the Operations Lead as required during periods of absence.

- Conduct other duties as directed by the Operations Lead, General Manager, Chief Operating Officer and/or CEO.

Quality and Risk Management - OHS

All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.

Capability Framework – key selection criteria

Formal Qualifications	<ul style="list-style-type: none"> • Minimum of 3-5 [MW1][MY2]years of being in a role that has supervisory capacity and leadership responsibility for a team. • Relevant tertiary qualification in social work, psychology, child and family social welfare or related discipline.
Skills & Experience	<ul style="list-style-type: none"> • Demonstrated advanced expertise, skills and experience in leading teams working with children and families who are affected by family violence, child abuse and neglect and other complex needs. • Demonstrated leadership experience, including management of employee reviews, supervision, coaching and feedback to ensure employees are supported and developed to provide good practice and service delivery. • Experience in project planning, implementation and evaluation. • Demonstrated understanding and capability for working with diversity of clients and staff. • Demonstrated capability to network and build productive relationships with stakeholders both inside and outside organisational boundaries. • Demonstrated capacity to lead and support change, innovation as well as contribute to quality improvements at an organisational / operational level. • Contemporary knowledge of relevant government policy and research in respect to evidence-based services for children, parents and families. • Demonstrates responsibility for work outputs and supports other team members to achieved desired results. • Highly developed written, verbal, and interpersonal communication skills.
Other Selection Criteria	<ul style="list-style-type: none"> • Demonstrated personal value set that is aligned with Kids First organisational values and a commitment to personal professional development. • Demonstrated robustness, resilience and level of maturity that supports flexibility and independence. • Willingness to be trained in the Promoting First Relationships program and other evidenced based programs. • Current Victorian Working with Children Card • Willingness to undertake a Police Check • A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner.

Inherent Physical and Psychological Demands

Activity	Frequency – Daily Regular Occasional
Managing competing priorities	Daily
Attending external locations	Regularly
Possible confronting situations by self or staff supervising with family & children (sometimes of sexual, abusive, abuser traits nature) which may trigger some individuals	Regularly/Daily
Interact with and support staff whose clients could display verbal or physically challenging behaviour	Regularly/Daily
Exposure to families that are experiencing family violence	Regularly
Judgement and decision making and supporting staff in crisis situations	Regularly
Dealing with confrontation	Regularly
Walking upstairs on worksite	Occasionally
Driving	Regularly