



## Senior Team Leader Family Relationship Services

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### POSITION DESCRIPTION

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<b>Position Title:</b>	Senior Team Leader
<b>Service:</b>	Family Relationship Services
<b>Programs:</b>	Children's Contact Service (CCS), Parenting Orders Program (POP) Financial Counselling (FC&C)
<b>Location:</b>	Cross sites
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification:</b>	Social and Community Services Level 6 plus senior rate
<b>Travel:</b>	Local, regional and Melbourne travel is required from time to time using a UMFC fleet vehicle.

***UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all children.***

***The Sanctuary Model promotes cultural, physical, emotional, psychological and social safety and recovery from adversity through the active creation of a trauma-informed community. Through the implantation of this model, UMFC aims to enhance the quality of care we provide and cultivate a workplace where everyone feels valued supported and able to thrive.***

## 1. POSITION CONTEXT AND SUMMARY OF POSITION

Consistent with UMFC's vision for our communities that every child and young person is cared for, UMFC is an independent, community managed agency dedicated to the provision of a range of supportive services designed to strengthen individuals and families.

UMFC delivers several 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). In addition to this UMFC delivers a Financial Counselling Program funded by the Victorian State Government and the Federal Government. These programs form the Family Relationship Services (FRS).

The Team Leader FRS position is responsible for leading the effective and efficient day-to-day operations of their designated program areas through clinical, administrative, and supervisory functions. As part of the FRS Leadership group they also contribute to planning and service development.

## 2. COMMUNICATION WITH OTHERS

Position supervised by:	Service Manager FRS
Supervises directly:	Children's Contact Service and Parenting Orders practitioners, Financial Counsellors, Financial Capability Worker, Interns
Communicates internally primarily with:	Service Manager FRS, FRC Team Leader, Financial Counselling staff, other FRS staff, and other relevant staff within UMFC
Communicates externally primarily with:	Courts, legal services and relevant external networks. Other FC&C team leaders/managers, Government and Community Organisations and Services.

## 3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, and the Sanctuary commitments, this position provides high quality, efficient services through the following Key Responsibility Areas:

<b>KRA 3.1</b> As a member of the FRS leadership team contributes to: <ul style="list-style-type: none"><li>the planning and delivery of high-quality, efficient, outcome-focused client services that are compliant with all the relevant contractual, regulatory, and legislative requirements.</li><li>maintaining positive staff morale, appropriate professional development and a positive quality of work/life balance for staff.</li><li>provide regular supervision to a professional multi-disciplinary team consistent with UMFC policies, procedures and culture.</li><li>monitor the teams' compliance with data reporting, including DSS Data Exchange and provide program-related performance reports as required.</li></ul>
<b>KRA 3.2</b> As a member of the FRS leadership team, foster collaborative working relationships between all FRS programs and sites to ensure high quality, consistent and seamless service provision to families and positive staff morale.
<b>KRA 3.3</b> Be accountable for the development and evaluation of Financial Counselling's current and future service needs, program policies, procedures, case practice manuals and staff training and development needs, regularly reporting these matters to the FRS Manager.
<b>KRA 3.4</b>

Proactively contribute to establishing and maintaining positive relationships with key FRS stakeholders including for the purpose of identifying service system gaps and developing effective service responses in consultation with stakeholders.
<b>KRA 3.5</b> Actively contribute to the development and evaluation of FRS program policies, procedures, case practice manuals and working groups as formed from time to time.
<b>KRA 3.6</b> Undertake direct client service delivery, by supporting staff to manage caseloads as regularly determined and monitored through the supervision process. This may include but is not limited to: <ul style="list-style-type: none"> <li>- delivering information seminars.</li> <li>- supporting facilitation of group work including BBB and Jigsaw and other relevant post-separation counselling and groupwork; and</li> <li>- case management work including clients of CCS and POP.</li> </ul>
<b>KRA 3.7</b> Through the appropriate recruitment, supervision and professional development of staff, lead and promote a culture of child safety using the Sanctuary commitment of Cultural Humility to engage and grow cultural connections for all children including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse (CALD).
<b>KRA 3.8</b> Work collaboratively with the Risk and Quality team by actively identifying, assessing, and mitigating risks within the role by meeting all compliance-related tasks and expectations, including but not limited to monitoring activity, adherence to organisational policies and procedures and completion of compliance training and promoting a culture of risk awareness and compliance.
<b>KRA 3.9</b> Be a role model and promote and maintain a service culture that reflects the organisational values of unwavering integrity, considered empathy, determined advocacy, passionately optimistic and bravely collaborative. Contribute to the creation and maintenance of a culture that reflects the Sanctuary Model Domains.
<b>KRA 3.10</b> Actively participate as a team member in relevant meetings, and professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.
<b>KRA 3.11</b> Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy and procedure.
<b>KRA 3.12</b> Other duties as directed.

## 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: Demonstrated ability to establish and lead a functional, cohesive team, while fostering ongoing professional development of both individuals and the team. Skilled in guiding, developing and supporting team members to achieve successful outcomes, while effectively addressing any challenges that arise.
- 5.5** Leadership: Proven ability to influence and engage others in understanding their role and embracing improvement initiatives. Skilled at collaborating effectively with colleagues across the organisation to foster a shared commitment to continuous enhancement.
- 5.6** Client Services – a demonstrated ability to undertake and 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, and 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 differences 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 organisation.
  - Ability to liaise effectively with the 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.

## **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** A satisfactory International Police Check (If relevant)
- 6.4** Current driver's licence

## 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 depend in large part on the support and structured reflection provided by the supervision framework. The supervision framework is supported by our Sanctuary commitments such as social responsibility, open communication and democracy.

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 their professional practice
- an opportunity for workers to build their skills and identify areas for future development in a supportive environment.
- trauma informed, consistent conversations that are a protective factor to decrease the likelihood of developing vicarious trauma when undertaking challenging work.

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) which may be in a single block or in smaller units.