

**POSITION DESCRIPTION**

<p><b>1. POSITION TITLE</b> Family Preservation - Team Leader  Permanency Support Program</p>	<p><b>2. POSITION LOCATION</b> Hunter- Maitland , Cessnock Muswellbrook.</p>	<p><b>3. PERFORMANCE MANAGER</b> Permanency Support Program Operations Manger</p>
<p><b>4. SERVICE AREA</b> Permanency Support Program (PSP)</p>	<p><b>5. CLASSIFICATION</b> SCHADS Award Level 6</p>	<p><b>6. POSITION STATUS</b> Full Time Max Term</p>
<p><b>7. POSITION SUMMARY</b></p>		
<p>The implementation of the Permanency Support Program (PSP) in 2017 is one of the most significant changes to the child protection and out-of-home care system in decades and is part of a broader suite of reforms under Their Futures Matter.</p> <p>PSP Family Preservation aims to do everything possible to prevent children entering foster care by assessing both risks and strengths of families identified by Department of Family &amp; Community Services at risk of significant harm. This aims to build on parenting capacity and improve safety for the child by supporting, modelling and referring as needed with wrap around services. Family Preservation will be actioned by a multidisciplinary circle of practitioners, family workers, therapeutic specialists, parents, family, community and the child/young person.</p> <p>This position will be responsible for the overall coordination (day to day management, supervision and administration) of the Family Preservation Program.</p> <p>Critical roles will be to liaise with Department (FACS) regarding referrals ensuring that best practice standards are maintained; overseeing accurate records and data management and adhering to Departmental reporting requirements; promoting the program among local area networks; and encouraging best practices among local support and brokerage services in response to the diverse cultural and circumstantial needs of families. The Team Leader must be able to adapt the service in response to any changes in service provision guidelines.</p> <p>An awareness and sound understanding of Aboriginal culture and traditions will be integral to this role. As well as awareness of CALD and other diversity that may define parental roles, family and community relationships.</p>		
<p><b>8. PERSONAL ATTRIBUTES / SELECTION CRITERIA</b></p>		
<p style="text-align: center;"><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A commitment to work within the CatholicCare Mission, Vision and Values.</li> <li>• Bachelor of Social work, Psychology, Social Science or related field.</li> </ul>		

- Experience as team leader/co-ordinator as well as at least two years as a caseworker working with vulnerable children & families.
- Demonstrated leadership skills including staff supervision, support and development, conflict resolution and change management.
- A sound understanding of Trauma informed practice.
- Highly developed communication skills including demonstrated skills in professional consultation, interagency liaison, report writing and verbal communication.
- Demonstrated ability to plan and coordinate multiple tasks.
- A proven commitment to quality management, confidentiality and ethical practice.
- Demonstrated ability to work within a multi-disciplinary team.
- Strong affinity with and understanding of Aboriginal Culture, especially in relation to family and child protection issues.

## 9. CHECKS / LICENCES

- Bachelor qualifications in social work, psychology, social sciences or related field.
- Current driver licence and use of own vehicle with comprehensive car insurance.
- Current paid Working with Children Check.

## 10. ORGANISATIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, disability, community services, mental health and Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

## 11. MISSION – VISION – VALUES

### **Our Mission**

*CatholicCare Hunter Manning listens and responds by working together with local communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to realise their individual potential.*

### **Our Vision**

*For inclusive, just strong communities where all people feel safe, heard and validated. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.*

### **Our Values**

*Respect – We show consideration for ourselves and others, whilst recognising each other's differences*

*Justice – We believe in, actively seek and encourage, equality for all*

*Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to*

*assisting the vulnerable.*

*Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement*

*Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.*

## 12. PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
Leadership	<ul style="list-style-type: none"> <li>• Provide formal operational supervision for all team members including team supervision or reflection sessions.</li> <li>• In consultation with team and FACS conduct family plan action plan reviews.</li> <li>• Conduct staff appraisals and ensure that the learning and development needs of team members are identified and progressed</li> <li>• Ensure that time and resources are available for learning development</li> <li>• Observe team members' work, assess performance and evaluate team members' knowledge of relevant support strategies, legislation and organisational requirements</li> <li>• Promote a harmonious workplace and actively intervene to resolve conflict</li> <li>• Ensure the physical and emotional safety of staff at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence that regular supervision has occurred</li> <li>• Evidence that Family Action Plans reviews are completed in a timely manner.</li> <li>• Evidence that regular staff appraisals occur</li> <li>• Learning and development opportunities are identified via staff appraisals</li> <li>• Evidence that regular in house supervision has occurred</li> <li>• Staff surveys indicated levels of harmony in the workplace</li> </ul>
Case Management	<ul style="list-style-type: none"> <li>• Work with FACS to assess families for eligibility and suitability to the program</li> <li>• Ensure strengths based culturally appropriate Family Action plans are developed with each family focused on the wellbeing of each child in the family</li> <li>• Participate in risk</li> </ul>	<ul style="list-style-type: none"> <li>• Family eligibility and suitability is determined</li> <li>• Strengths based assessment is conducted and is reviewed at least 3 monthly</li> <li>• Strengths based Family Action plan developed and reviewed at least 3 months with FACS.</li> <li>• Family Action plans, home</li> </ul>

	<p>assessments with FACS.</p> <ul style="list-style-type: none"> <li>• Ensure referrals made to external support services meet the individual needs of the child &amp; family</li> <li>• Ensure coordination of regular (minimum 3 monthly) case reviews</li> <li>• Ensure accurate and comprehensive case files that meet both legislative and organisational requirements are maintained</li> </ul>	<p>visiting plans, Parenting Programs, Case Work and Child Care are established, monitored and occurred</p> <ul style="list-style-type: none"> <li>• Case Files are maintained and accurate</li> </ul>
<p>Evidence Based Practice, Research, Education and Training</p>	<ul style="list-style-type: none"> <li>• Conduct Family Preservation Evaluation with participating families</li> <li>• Refer to current evidence based research when evaluating professional practice in self and others</li> <li>• Source, promote and attend training and education that promotes early childhood welfare, development, health, wellbeing and core program vulnerabilities</li> <li>• Attend any FACS training identified</li> <li>• Demonstrate practice and planning that endorses early childhood principles and child safety and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation surveys are used appropriately with parental consent and compare progress</li> <li>• Family Preservation promoted at staff meetings and partner forums</li> <li>• Attendance at training and development/ seminars is recorded</li> <li>• Early childhood development, play, health and wellbeing is observed as being promoted across all families and staff</li> <li>• Attends child protection training</li> </ul>
<p>Documentation and Reporting</p>	<ul style="list-style-type: none"> <li>• Ensure mandatory reporting guidelines are followed in relation to child protection concerns</li> <li>• Ensure confidential, high quality records in relation to participant information are maintained</li> <li>• Collate information as required for reporting to funding bodies and CatholicCare management</li> <li>• Ensure policy and procedure regarding document management</li> </ul>	<ul style="list-style-type: none"> <li>• Program Outcomes are achieved and evidenced.</li> <li>• Child protection issues are addressed appropriately</li> <li>• Records are maintained and contain high quality information relating to clients and the program</li> <li>• Confidentiality is observed in all aspects of reporting and records are filed according to policy</li> <li>• Policy and procedures are followed in relation to document management and archiving</li> </ul>

	<p>and file archiving are followed</p> <ul style="list-style-type: none"> <li>• Ensure quality records in relation to case management support/casework are maintained</li> <li>• Monitor and evaluate home visiting, parenting, childcare and partner service delivery and relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Case management records are maintained and contain high quality information relating to families and partner agencies</li> </ul>
Stakeholder Relationships, Promotion and Business Development	<ul style="list-style-type: none"> <li>• Promote relationships and enhance networking with stakeholders and partners (especially FACS)</li> <li>• Ensure CatholicCare is represented and promoted within the community as a quality provider of service</li> <li>• Attend relevant interagency meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Partnerships are created and well supported</li> <li>• Community profile is enhanced and visible</li> <li>• Stakeholder relationships maintained and productive – positive feedback received</li> <li>• Interagency networking is evidenced</li> </ul>
WHS, Policy Development, Implementation & Quality Improvement	<ul style="list-style-type: none"> <li>• Ensure sound WHS practice is promoted at all times and across all venues.</li> <li>• Participate in the review, development and implementation of service specific policies</li> <li>• Ensure opportunities for quality improvement are implemented where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• WHS hazards are reported and policies followed</li> <li>• Program delivery at all sites adheres to WHS standards and is promoted to clients.</li> <li>• Policies are developed and reviewed for specific parenting programs and are clearly communicated</li> <li>• Quality improvement activity occurs and is reported upon at team meetings</li> </ul>

### 13. KEY RELATIONSHIPS & COMMUNICATION

RELATIONSHIP	PURPOSE & FREQUENCY
Operations Manager Permanency Support	Regularly for direction and issues that arise/ key issues reporting. Monthly supervision.
Preservation team	Daily for leadership & coaching. Monthly Supervision
FaCS & Partner Agencies -	As required for successful coordination, referral and communication of Family Preservation.
Other Stakeholders	As required for successful coordination, referral and

	communication of Family Preservation.
<b>14. SIGNIFICANT CHALLENGES</b>	
<b>What?</b>	<b>Why?</b>
1. Working and leading a program within an established multidisciplinary team who are often dealing with issues that are sensitive	Issues arise on a day to day basis that can be distressing and also cause re-juggling of priorities – maintaining a calm and harmonious working environment is a priority.
2. Meeting competing priorities and deadlines in a high activity and demanding work environment	Working with vulnerable families can sometimes be stressful and demanding – working across two programs will provide a complexity to this role that may be challenging to manage. Other demands can sometimes distract from core role, environment can be busy and demanding – applying sufficient time to organise groups, referrals, meetings and partner agencies networking.
3. Change Management	The program has only recently been introduced to the sector and may present challenges and the need to be responsive to new ways of working. This may require fresh and innovative approaches to service delivery.
<b>15. EMPLOYMENT CONDITIONS</b>	
<p>All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.</p> <p>In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.</p> <p>Contracted hours of employment (up to 76) will be required to be undertaken flexibly according to the work with families between the hours of 8am – 10pm.</p> <p><b>REMUNERATION</b></p> <p>Remuneration will normally consist of:</p> <p>Base Salary, plus,</p> <p>9% Superannuation</p> <p>Remuneration packages may vary. Some packages may also include:</p> <p>Mobile Phone</p> <p>Laptop</p> <p>Motor Vehicle</p> <p>All eligible employees have the option to salary sacrifice base salary for \$16,050 benefits.</p>	
<b>16. LEGISLATION &amp; CATHOLIC CARE POLICY</b>	
<p><b>Occupants must:</b></p> <ul style="list-style-type: none"> <li>Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager;</li> <li>Take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&amp;S laws and regulations;</li> <li>Not take advantage of their role in CatholicCare for personal gain;</li> </ul>	

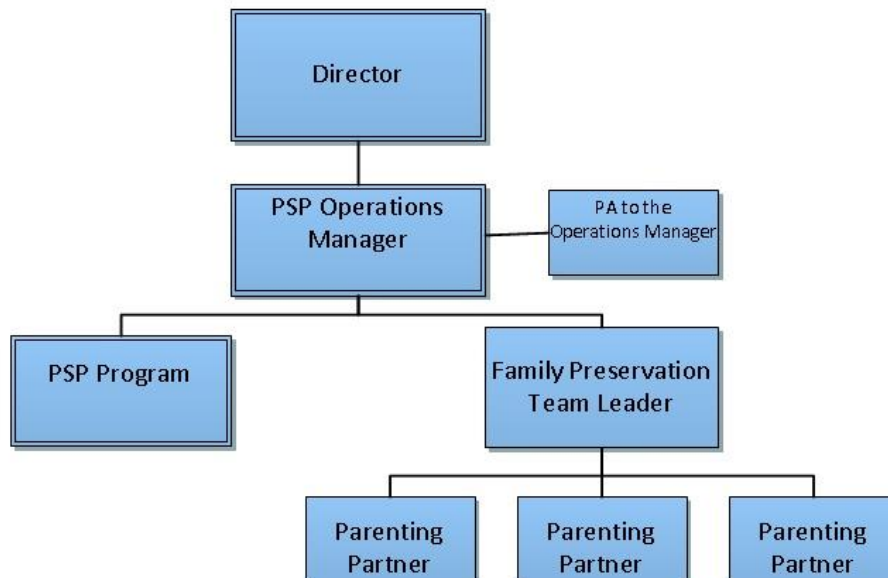
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and,
- Only make decisions within their delegated responsibilities.

## 17. EXPECTED EMPLOYEE BEHAVIOUR

### Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare.
- Display respect for themselves and their colleagues.
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve.
- Work with residents/People We Support in line with relevant legislation.
- Attend staff meetings and compulsory education when required.
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support.

## 18. ORGANISATIONAL CHART



**Position Description last reviewed:**

14/9/2018

**Next review due:**

1/10/2019