# JOB DESCRIPTION

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| TITLE OF POSITION | **Team Leader**  |
| CLASSIFICATION LEVEL  | **Lutheran Care Level 5** |
| **PROGRAM** | **Children’s Contact Service** |
| **LOCATION** | **Barossa Valley** |

OVERVIEW

Lutheran Care provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, refugee services and NDIS disability services support (South Australian only). Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

The Children’s Contact Service (CCS) program is one of the support services delivered through our Lutheran Care, Barossa Valley office. The Children’s Contact Service (CCS) program is a child safe, child focused service that provides a family friendly and safe environment to assist children in developing a positive, meaningful relationship or staying positively connected with the parent or family member that they do not reside with. The service provides supervised handover and contact visits at a safe and neutral venue.

Lutheran Care, Barossa Valley Hub is located in Nuriootpa and provides a suite of programs and services that support the Barossa regional community. Other programs at Lutheran Care Barossa Valley include emergency relief, low income support, financial counselling, family and relationship services, community visitor’s scheme and Community Partners program and Regional Coordination as part of the broader Community Connections program

ROLE SUMMARY

To provide specialist advice, support and supervision to Senior Contact Facilitators and Contact Facilitators within the Children’s Contact Service team. This will be achieved by implementing quality, evidence based systems that ensure success in meeting client needs and expectations. The role will work in collaboration with the Manager to ensure the needs of those contacting the service are appropriately assessed, and internal or external referrals made. This role may also provide direct services to complex families as required and will provide services to clients using Lutheran Care’s models of therapeutic practice, requiring you to perform your role in a professional and client centred manner.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Team Leader reports directly to the Manager, Barossa Valley and provides leadership and support to staff within the Children’s Contact Service.

SPECIAL CONDITIONS

Further conditions of employment are as follows:

* Hold a current and satisfactory DHS Working With Children Check and an NDIS Worker Check. .
* Hold a current and satisfactory National Criminal History Check
* Hold a current and unrestricted South Australian Driver's Licence
* Provide evidence of COVID-19 vaccination certificate prior to commencement and provide dates for further booster shots as required or a medical exemption endorsed by the Chief Public Health Officer.
* Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel)
* The flexibility to work out of hours work on a rostered basis is a requirement of this position
* Participate in an on-call roster
* Undertake some intra-state and interstate travel and work from various Lutheran Care worksites if required

# CORE BEHAVIOURS/ RESPONSIBILITIES

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| ROLE: | LC STAFF RESPONSIBILITIES AND DUTIES: |
| **LC Culture** | * Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values.
* Adhere to and support LC’s policies and procedures.
* Comply with Professional Codes of Practice
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| **Teamwork** | * Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.
* Support LC’s senior management team’s decisions and ensure that instructions are carried out.
* Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).
* Attend and actively participate in regular team meetings and forums as required.
* Report to the supervisor as required.
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| **Work Health and Safety** | * Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.
* Promote and adhere to LC’s Work Health and Safety guidelines.
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| **Resource Management** | * Monitor financial reports, expenditure and budget to meet budgetary requirements.
* Maintain records of activities as required for accountability purposes.
* Manage resources and risks efficiently and effectively.
* Work within established or negotiated financial and time constraints
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| **Continuous Improvement** | * Contribute to the delivery of high quality services.
* Contribute to the ongoing review of the delivery of CCS services and identify any areas to improve outcomes for children and families.
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# CORE BEHAVIOURS/RESPONSIBILITIES

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| ROLE  | RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE: |
| Service Delivery: | * Ensure the delivery of high quality, client centred, strengths based services to families, delivered within the nominated model of therapeutic practice.
* Ensure the service operates in keeping with policies, procedures, principles and practices.
* Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs.
* Ensure and maintain privacy and confidentiality for all clients.
* Develop and manage a waitlist as appropriate.
* Work collaboratively with a diverse range of people with multiple and complex needs.
* Manage your own limited caseload, dependent on factors such as level of service required and complexity of need.
* Provide coordinated and accountable services that support, identify and address the early identification and prevention of risk.
* Ensure accurate information is collected and stored in the relevant database/s.
* Complete comprehensive, professional case notes finalised within allocated timeframes on the relevant database/s.
* Evaluate services and seek opportunities for continuous improvement.
* Provide information and referral to support clients to access appropriate resources and services, with internal programs and external agencies and service providers, as appropriate.
* Ensure support provided to clients is well informed, accurate and best meets client’s needs.
* Notify management of any significant changes or concerns regarding staff or client issues.
* Active participation in a team by contributing to collaborative working relationships, team initiatives and professional development.
* Write and review Access Summary Reports and submit to The Family Court of Australia within court determined timeframes.
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| **Leadership and Management** | * Lead and oversee the processes that support operational requirements ensuring legislative and contractual requirements are met.
* Lead and manage the CCS team, providing support and supervision, coaching, mentoring, performance review and development and performance management
* Plan and monitor workloads to maintain a high standard of service and service delivery.
* Provide professional, accurate and well written reports as required
* Maintain effective management and accountability structures that support continuous improvement.
* Provide advice to the Manager about trends that impact upon service delivery and funding.
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| **Strategic Management** | * Manage internal and external strategic projects to meet objective and timeframes.
* Identify and plan initiatives for improving organisational service delivery practices.
* Identify information requirements to support service delivery planning and management and performance reporting.
* Contribute to all aspects of business planning including providing advice and support.
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| **Communication****Use when relevant** | * Identify and develop key strategic and local relationship networks to achieve goals, and improve outcomes for clients and service delivery methods.
* Communicate effectively to engage and establish rapport with clients and team members.
* Promote, facilitate and model positive collaboration between agencies and sectors.

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# PERSON SPECIFICATION

**REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES**

* Tertiary qualification within Early Childhood Education and Care, Social Work, Psychology or Social Sciences, or qualification in another relevant discipline.
* Experience in providing leadership, professional support and supervision to a team.
* Experience in child development and community development.
* High level of interpersonal skills to negotiate and liaise effectively with staff, clients, volunteers and stakeholders from a variety of backgrounds.
* Knowledge and experience in parenting support.
* Knowledge of issues in relation to mental health, substance misuse and domestic violence and the effects on parents and children.
* Ability to resolve conflict and develop strategies to deal with stressful situations.
* Proven ability to operate within a continuous improvement framework.
* Demonstrated experience in achieving outcomes through setting direction, priorities and goals and ensuring accountability for results.
* Ability to plan, organise and direct resources to meet case plans, referrals and group activities requirements/deadlines.
* Experience in promoting well-being and resilience, ensuring the health, safety and wellbeing of employees and maintaining a safe work environment.
* Experience working with and understanding of cultural needs of Aboriginal people.
* Competence in using a personal computer, internet and the Microsoft Office suite of programs.
* Ability to work within the Lutheran Care Vision, Values and Philosophy.

**ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL**

* Experience of working within the context of a not-for-profit community organisation.
* An understanding of the social needs of families
* Experience working with people from CALD and indigenous background
* Understanding of basic mental health issues

**ACKNOWLEDGEMENT:**

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_