JOB DESCRIPTION

TITLE OF POSITION	**Foster Care Team Leader – Support**
CLASSIFICATION LEVEL	**Lutheran Care Level 5**
PROGRAM	**Foster Care Services**

OVERVIEW

Lutheran Care provides community services 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, homelessness and housing and, NDIS disability services. 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.

Our Foster Care Services (FCS) is funded through the Department of Child Protection (DCP) to provide family based foster care services in the SA metropolitan North, South, West, and East, the Adelaide Hills, the Barossa, Fleurieu Peninsula and the Murray/Mallee regions.

ROLE SUMMARY

The Team Leader has portfolio responsibility in support of approved foster families. The aims of this role are to provide leadership, support, input and direction within FCS. This role provides site coordination and is responsible for leading and managing work teams in their specific portfolio areas. These areas include, but are not limited to: recruitment and retention, assessment, training, placement, support, contract compliance, therapeutic support, clinical governance and administration.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Team Leader reports to the Operations Manager – Foster Care Services.

CORE BEHAVIOURS/ RESPONSIBILITIES

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 conduct.
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.
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.
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
Continuous Improvement	• Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Achieves Outcomes	• Sets direction priorities and goals and ensures accountability for results. • Contributes to strategy and strategic and business planning. • Influences and communicates direction and goals. • Uses evidence based research and analysis for decision making. • Plans, implements and evaluates programs and projects. • Allocates resources. • Sets clear performance standards and reviews these regularly. • Recognises and celebrates progress and achievements.
Drives Innovation	• Fosters a culture of innovation and continuous improvement. • Maintains continuous quality improvement. • Leads and supports change.
Shapes Systems	• Identifies trends and facilitates strategies that achieve LC outcomes. • Promotes LC to key government offices, NGOs and community groups. • Develop and implement policy. • Negotiates with external stakeholders e.g. funding bodies. • Identifies gaps in community needs and responds to these.
Manages People	• Provide day-to-day supervision of workers. • Encourages high performance and works in alignment with HR policy and principles. • Undertake regular professional supervision session with allocated staff. • Facilitate the professional development of staff and assist them to participate in appropriate training. • Leads effective meetings. • Advocates for the team at the next level of leadership. • Engages in difficult conversations and manages conflicts between staff, teams or managers. • Contributes to recruitment and selection processes. • Works cohesively with volunteers involved in FCS activities.
Provide Site Management	• Oversee the site ensuring that day to day activities run smoothly. • Convene site meetings.

	• Plan and monitor work activities to maintain a high standard of service delivery. • Checks and approve time sheets and leave applications. • Oversee maintenance and improvements. • Communicate and monitor the activities of cleaners and other contractors/visitors to the site. •
Manage Business Processes	• Ensures management of information, data and records. • Monitors and manages risk. • Monitors day to day finances and budgets. • Contributes to funding applications and assist in the production of reports to funding bodies. • Provide advice to the Manager FCS about issues and trends that impact upon service delivery and funding. • Critically analyse information and present succinctly in a range of scenarios.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Degree in Social Work, Behaviour Science or related discipline and experience leading and managing teams in Out of Home Care Services, or less formal qualifications with specialised skills sufficient to perform at this level (minimum Cert IV).
- Knowledge and experience of out of home care services, foster care services, including the impact of past government polices on First Nations people.
- Strong team work focus and demonstrated experience/abilities in leading and managing people.
- High level of interpersonal skills in dealing with the public and other organisations.
- Excellent organisation and time management skills.
- Competence in using computer database, spreadsheets, internet and electronic communications.
- Exceptional communication skills.
- Critical analysis skills and presents information succinctly.
- A sound knowledge of the effects of trauma and abuse, attachment issues and behaviour management in relation to children in care.
- Demonstrated experience in achieving outcomes through setting direction, priorities and goals and ensuring accountability for results.
- Promotes well-being and resilience, ensures the health, safety and wellbeing of employees are maintains a safe work environment.
- Ability to work within the Lutheran Care Vision, Values and Philosophy.
- Knowledge and understanding of the issues facing faster carers.
- Awareness of compliance regulations regarding foster carer approval process.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Tertiary qualifications relevant to working in the area of assessment, placement provision or placement support.
- Certificate IV in Training and Assessment (essential for training and recruitment team-leader)
- Skills and experience in preparing and presenting information for training groups and for reporting to meetings.
- Experience working with people from CALD and Indigenous backgrounds.
- Completion of Step-by-Step assessment familiarisation training and accreditation.
- Completion of Winangay Assessment Tool.
- Experience in delivery of training to groups.
- Familiarity/accreditation to facilitate Shared Lives training.
- Familiarity/accreditation to facilitate Safe Environments for Children & Young People training.

SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory NDIS Worker Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region and/or interstate as required
- Availability for some out of ours work, including occasional evenings and weekends
- Current First Aid certificate
- Safe Environments for Children and Young People certification

ACKNOWLEDGEMENT:

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.

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.

Employee: _____ Witness: _____ Date: _____