



Position Description

Infant Team Leader – Family Preservation

Western Sydney Nepean Blue Mountains (WSNBM)

March 2022

Agreement

Signed–Manager

Signed–Employee

Date

Date

Do all the good you can
because every life matters



Team Leader

Family Preservation WSNBM

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- Our Clients
- Our People
- Our Operations
- Our Financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Family Preservation

The aim of Family Preservation is to enable children and young people to remain living safely at home wherever possible and prevent an unnecessary out-of-home-care placement. The program focuses on improving family functioning and enable families to access appropriate social and practical support for children and young people aged 0-17 years of age.

The program is in alignment with the “Premier’s Priorities” to decrease the proportion of children and young people re-reported at risk of significant harm by 20% by 2023.

Priority access for new families is:

- Child at Risk of Significant Harm (ROSH)
- Families with children under 5 years old
- Aboriginal Families
- Young pregnant people in Out of Home Care (OOHC)
- Young parents in OOHC or leaving OOHC
- Newly arrived refugee families
- Unaccompanied children in specialist housing services
- Existing Clients from the Department of Communities & Justice (DCJ) referral pathway transferring to a new area.

Eligibility for families will be guided by:

- Domestic and Family violence
- Drug and Alcohol misuse
- Mental health concerns
- A significant learning difficulty or disability
- Inadequate parenting skills or supervision
- Limited family, social or community supports
- Support families where restoration is occurring
- Limited school attendance

- A health condition requiring ongoing treatment.

3 Overview of Role

- This role focuses on children aged 0-3 years of age, but may include referral of all ages
- Work closely with your Program Manager to ensure you support and supervise your team of caseworkers to deliver the Foundations for Change Framework to a high standard
- Provide regular clinical and reflective supervision to caseworkers, including fortnightly “Catch-Up Conversations”
- Work with caseworkers to engage families who have been referred to the program from NSW Department of Communities and Justice as well as from other partners, at times via a ‘cold calling’ engagement process,
- Ensure client files are maintained accurately, up to date, and comply with Wesley’s procedures and policies
- As directed by your Manager, other activities to support the delivery of the Wesley Family Preservation Business Plan and Wesley Mission Strategic Plan
- Comply with Wesley Mission’s Code of Conduct and Family Preservation’s “Vision, Values & Behaviours” statement.

4 Relationships

Reports to: Program Manager.

Direct reports: Team of 4 caseworkers, each who have up to 10 cases.

Other: All Family Preservation staff; liaise and work with staff from Government and Non-Government agencies involved in the provision of Family Preservation services.

5 Major Role Responsibilities

5.1 Our Clients

- Coach caseworkers to work within the Foundations for Change guidelines and practice principles:
 - Child centred, family focused, trauma informed, culturally appropriate, and strengths based
 - Flexible and reflect that family’s needs are not static
 - Work as a collaborative practitioner, displaying compassion, curiosity, acceptance, genuineness, predictability, deliberateness, and autonomy-promoting
 - Engage families in relevant service delivery components.
- Support caseworkers through processes of initial contact, consent, assessment, project planning, service referrals, review and exit process for families
- Support Caseworker in effective practice through collaborative projects with families:
 - Identify the purpose or reason for change, develop goals, and build motivation to work towards those goals
 - Explore and learn what is needed to reach parental goals
 - Identify, evaluate, and plan strategies that will help parents achieve their goals
 - Support parents to implement their plan, monitoring progress and troubleshooting
 - Work to ensure that gains are maintained over time and contribute to growing parental self-efficacy and greater autonomy and independence.
- Support caseworkers in identifying and providing service components, i.e. SafeCare, home visits, brokerage, children’s services, and parenting programs
- Conduct regular case reviews and family conference meetings with caseworkers, and other parties as relevant (i.e. family members and other services involved), with the purpose of reviewing, planning and co-ordinating the work with family
- Support caseworkers to identify and respond to concerns for children’s safety, welfare and wellbeing, as per the procedures and in consultation with the Program Manager, including:
 - Exploring the concerns with the family
 - Making reports to the NSW Department of Communities and Justice in line with mandatory reporting legislation where necessary

- Developing safety plans, in collaboration with family members to promote child safety.

5.1.1 Performance Measures

- Key relationships are functioning well
- Achieve targets for home visit and service delivery as per Service Provision Guidelines
- Reviews and Family Star Plus assessments are conducted in accordance with the Service Provision Guidelines
- Achieve case plan goals
- Evidence that Mandatory Reporting Guide is used in practice
- File reviews show compliance to procedures and best practice as per Foundations for Change and Carelink manuals
- Child protection reports are responded to and demonstrate:
 - Clear identification of the key issues impacting each child and young person's safety, welfare and wellbeing
 - Provides succinct yet thorough analysis of the key issues and rationale for decisions
 - Contains thorough plans to address and/or resolve immediate and longer-term safety and risk issues for each child and young person.

5.2 Our People

- Support staff through the worker safety risk assessment and check in process in relation to home visiting
- Work with other Family Preservation staff, including Operations Manager, Practice Specialist, and Foundations for Change Facilitators
- Ensure practice recordings are completed in order to build practice and program fidelity
- Regular attendance at allocation meetings, team meetings and other meetings as directed by the Program Manager
- Participate and at times lead session/s meetings including team meetings, team building initiatives, conflict resolution, service review, planning and evaluation meetings
- Ensure staff participate in ongoing training, staff satisfaction surveys and recognition activities
- Create and support a team culture of openness, continuous improvement, and respect across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values
- Ensure all policies and procedures are understood and adhered to and seeking clarity with supervisor as required
- Come prepared and engage in supervision with your Program Manager

5.2.1 Performance Measures

- Successfully achieve induction, orientation and mandatory training within 12 months for yourself and your caseworkers
- Documented probation reviews and supervision meetings
- Engaged with new practices, policies and procedures
- Conduct annual Employee Contribution and Development Plans with all direct reports
- Record caseworker supervision sessions in a timely manner
- Fidelity to the Family Preservation Program is achieved and maintained
- Participation in all relevant SafeCare meetings and events and promote the importance of the SafeCare program within Foundations for Change
- Key relationships with direct reports are functioning well.

5.3 Our Operations

- Promote and participate in all meetings relevant to SafeCare and other evidence-based parenting programs
- Work closely with the Program Manager around the recruitment, induction and retention of caseworkers

- Oversee regular data collection, program evaluation and general administration for the casework team including monthly reporting against program performance measures as necessary
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- Participates in the collection of information and data for quality improvement activities as required
- Practices within the guidelines described in the Code of Conduct and Ethics and other Statutory requirement,
- Promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

5.3.1 Performance Measures

- Identified WHS matters are dealt with and resolved within required timeframes
- Achieved working knowledge of:
 - Funding guidelines
 - Wesley Mission employee handbook
 - Relevant policy and procedures
- Your team meets performance measures targets.

5.4 Our Financials

- Adhere to established financial policies and procedures relevant to Family Preservation
- Encourage staff to implement environmentally positive work practices
- Projects to be delivered on budget and seek opportunities to minimise expense wherever possible
- Demonstrate responsible stewardship of all resources and be willing to report impropriety in keeping with the values of Wesley Mission

5.4.1 Performance Measures

- Wesley Mission resources are well maintained including centres, vehicles and other equipment.

6 Professional responsibilities

- Participate in Wesley Mission's Orientation program to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, WHS Act and other relevant legislation and policies
- Be responsible under the WHS Act for the health and safety of all persons you meet during your employment. All hazards and injuries must be reported as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedure
- Take responsibility for personal career development and training and participate on a quarterly basis in Wesley Mission's Employee Contribution & Development process
- In relation to Wesley Mission and the Uniting Church in Australia, attend worship services, functions, meetings, seminars, and training courses as directed by your supervisor
- Participate in the review and maintenance of industry specific and internal audit processes as per standard policy and procedures
- Administer the "Philosophy of Care" and other relevant policy documents as appropriate
- Maintain confidentiality in all aspects of Wesley Mission's work
- Ensure the reputation and integrity of Wesley Mission is always maintained.
- Be a strong ambassador for the Wesley Family Preservation team.

7 Selection criteria

Essential:

- Tertiary qualification(s) in Psychology, Counselling, Social Work, Social Science, or related fields, or willing to complete a qualification within a reasonable timeframe
- Minimum 5 years' experience in working with vulnerable families experiencing stressors, including domestic violence, child protection issues, parent drug and alcohol misuse, parenting skills, child behaviour management, learning difficulties, parental mental health, and social isolation
- Demonstrated experience, or interest, in people management and leadership
- Cultural competence and experience working alongside CALD and Aboriginal families
- Current NSW or National driver's licence
- Successful applicant will need a Working with Children's Check & National Criminal Record Check.

Desirable:

- Knowledge of the local child and family support sector for the area which you are applying;
- Completion, or close to completion, of a management or leadership course;
- Experience in managing electronic files and data bases.

Vision, Values & Behaviours for Family Preservation

(This is to be read in conjunction with the Wesley Mission Code of Conduct)

Vision: To be the best we can be in a harmonious workplace.

Values:

- **Relatedness:** People relating to each other as colleagues and co-workers; supporting each other and helping to get the job done. It is a measure of how well staff at all levels get on and relate to each other.
- **Autonomy:** Employees participating in decisions that affect the day-to-day business of the workplace and where possible, allow the employee to determine how they tackle the daily demands of their role.
- **Competence:** Staff being trained in their role to a high standard and given opportunities to improve, be it through training, mentoring or peer collaboration.

Behaviours Not Tolerated:

- **Harassment:** Offensive jokes or gestures based on race, religion, gender, or sexuality; mimicking someone's accent; displaying offensive material; unwelcome remarks or insinuations about a person's appearance or private life are all unacceptable.
- **Bullying:** Repeated unreasonable behaviour causing a risk to the health and safety of a worker. This includes, however, not limited to; insulting or offensive language, spreading misinformation or malicious rumours, offensive practical jokes that aim to mock or ridicule, or unreasonable exclusion from workplace activities.
- **Lateral Violence:** Name calling; bickering; fault finding; criticism; intimidation; malicious gossip; shouting; blaming; put downs; raised eye-brows; exclusion; whining; or making faces behind someone's back, are all unacceptable.

Behaviours We Expect:

- Behave with honesty and integrity.
- Punctuality (be on time for work) - start work on time & return from allocated breaks on time.
- Do not leave early unless authorised.
- Look after the cars and other Wesley property.
- Avoid participating in any form of gossip.
- Acknowledge and accept individual differences.
- Encourage and help each other.
- Work to maintain a harmonious and supportive team environment: smile and say hello, but it's okay to say you are in a bad mood and you need some space and respect.
- Work efficiently: don't distract others by taking too much of their time.
- Treat each other with respect.
- Be wary of cliques or factions forming.
- Clean up after yourself.
- Dress appropriately and professionally.