

### POSITION DESCRIPTION

<b>1. POSITION TITLE</b> Team Leader - Supported Independent Living (SIL) Newcastle/ Lake Macquarie	<b>2. POSITION LOCATION</b> Based at Mayfield, servicing Newcastle and Lake Macquarie	<b>3. DIRECT MANAGER</b> Young Adult Services Manager
<b>4. SERVICE AREA</b> Supported Independent Living Program	<b>5. CLASSIFICATION</b> SCHADS Level 6	<b>6. POSITION STATUS</b> Permanent Full-Time
<b>7. POSITION SUMMARY</b>		
<p>In conjunction with the other Team Leader, the role is to mentor, support and supervise 7 SIL Case Managers, 4 Care Team Support workers and Parenting Partner to provide a wraparound service for young people moving from a history of being in statutory care into independent living. The Team Leader is responsible for supporting the manager to implement the new SIL model (competency-based program) and support the team through the change management process to ensure the best outcomes for the young person.</p> <p>The Team Leader will provide and document monthly operational supervision, motivate team members and support their daily performance.</p> <p>The Team Leader will immediately report any child protection and critical incidents to Manager - YAS and discuss other performance issues with them. They will play an important role by contributing to the further development of a positive team culture and workplace. A major component of this role will be to ensure all case plans, leaving care and Aftercare plans are up to date and that all statutory requirements (post care) are met.</p>		
<b>8. PERSONAL ATTRIBUTES / SELECTION CRITERIA</b>		
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A commitment to the Vision, Mission and Values of CatholicCare.</li> <li>• An understanding of the impact of disadvantage on individuals, families and communities.</li> <li>• A demonstrated understanding of the NSW Permanency Support Program and the findings of the Tune Report that lead to its introduction.</li> <li>• Experience in leading teams and a thorough understanding of your leadership style.</li> <li>• Demonstrated experience in providing supervision and an understanding of its key functions.</li> <li>• Demonstrated sound decision making skills that are supported by an articulated framework.</li> <li>• Highly developed interpersonal and written and verbal communication skills</li> <li>• Computer literacy skills with the ability to manage multiple data platforms</li> <li>• Demonstrated ability to manage a shift roster and ability to make roster changes quickly according to the program needs.</li> <li>• Good working knowledge of legislation and systemic considerations for child protection.</li> </ul>		

- Excellent skills in implementing strategies that promote emotional and developmental well-being in young people who have experienced complex trauma.
- Demonstrated ability to build relationships with external stakeholders in a manner that promotes professionalism of the Program.
- Willingness to be available to work after hours, including being rostered for on call.

## 9. QUALIFICATIONS / LICENCES

- A degree (or working towards) in Social Welfare, Social Work or Psychology and/or equivalent experience in the delivery and management of Permanency Support Program and Supported Independent Living Programs or similar programs.
- Current paid Working with Children Check.
- NSW Drivers licence and comprehensively insured vehicle.

## 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, refugee service, mental health and Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

## 11. MISSION – VISION – VALUES

### **Our Vision**

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

### **Our Mission**

*CatholicCare Hunter Manning listens and responds by working together with 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 'have life and have it to the full'.*

### **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
1. Leadership	<ul style="list-style-type: none"> <li>• Provide formal monthly operational supervision for all team members.</li> <li>• Conduct annual staff appraisals and ensure that individual learning and development needs are identified and progressed.</li> <li>• Observe team members work and assess knowledge of relevant legislation and organisational requirements.</li> <li>• Ensure monthly Team meetings are held to promote information dissemination, reflective practice and team building.</li> <li>• In conjunction with Manager -YAS promote a harmonious workplace and culture, actively intervene to resolve staff conflict and positively support any change management processes.</li> <li>• Ensure the physical and emotional safety of staff at all times.</li> <li>• Ensure all staff are familiar with the HUB workflow and understand their reporting obligations in relation to critical incidents and child protection issue.</li> <li>• Attend internal and external meetings as required to support the young person</li> <li>• Develop and schedule a roster for shift work one month in advance to ensure staff have adequate time to accommodate.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence that regular monthly supervision has occurred</li> <li>• Staff are feeling well supported and wellbeing rating is high.</li> <li>• Evidence that staff appraisals occur.</li> <li>• Learning and development opportunities are accessed and enhance work practice.</li> <li>• Evidence that regular in session observation and feedback has occurred.</li> <li>• Monthly team meeting minutes reflect attendance and participation by all staff.</li> <li>• Effective implementation and delivery of the new SIL model in line with legislation</li> <li>• HUB workflow is followed.</li> <li>• Critical incident reporting and documentations required is done in a highest standard and timely manner including post critical incident follow up.</li> <li>• Evening shift and weekend roster are developed and distributed to staff one month in advance. Monitored of roster</li> </ul>

		accordingly based on staff's leave and absent shifts.
2. Referrals, allocations and case management.	<ul style="list-style-type: none"> <li>• In conjunction with the Manager -YAS ensure all referral into the SIL program are managed according to the documented hub workflow.</li> <li>• Ensure that all 7 Case Managers have an allocation of up to 7 young people (48 placements).</li> <li>• Provide practice advice within the team that reflects strong working knowledge of legislation, policies and procedures related to the SIL program.</li> <li>• Ensure that hub workflow is followed in relation to ROSH reporting and critical incidents.</li> <li>• Promote quality record keeping practices within the SIL team.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence that intake policies and procedures and workflows are followed</li> <li>• Program operates at its capacity of 48.</li> <li>• Team members report that adequate and necessary skill sharing/ direct support is being offered to them in the event of complex situations.</li> <li>• Evidence that reports are done according to workflow.</li> <li>• Audits reflect up to date records that meet best practice record keeping and standard operational requirements within the team and any issues to be reported to Manager -YAS.</li> </ul>
3. General casework and Case Management within the SIL Team	<ul style="list-style-type: none"> <li>• Oversee the Case Planning and Case Management for young people in the SIL program, in line with the NSW Standards and SIL service specifications.</li> <li>• Oversee the timely completion of leaving and aftercare plans in consultation with young people as per requirements of community services and SIL service specifications.</li> <li>• Developing and promoting young</li> </ul>	<ul style="list-style-type: none"> <li>• Young Person's needs are identified and met in each domain of care, as per NSW Standards of Care.</li> <li>• High quality documents and reports are produced in a timely manner.</li> <li>• Leaving Care and After Care Plans are completed in a timely manner.</li> <li>• Young people are actively involved in all aspects of the case and leaving care planning process. Evidence that</li> </ul>

	<p>people's capacity to set their own goals and access necessary resources.</p> <ul style="list-style-type: none"> <li>• Build capacity for independence in young people within their social environment. Ensure young people have opportunities to develop appropriate personal connections with social supports and their families.</li> <li>• Ensure young people are supported to access appropriate health services and become educated about positive health and self-care strategies.</li> <li>• Provide interventions to support and stabilise young people's living situations and promote their capacity to access and maintain housing on exiting care.</li> <li>• Ensure young people are supported to enter and/or sustain education and employment and that they understand the value of education and vocational activities upon their own well-being, both emotionally and materially.</li> <li>• Maintain accurate, up to date client focussed records of all interactions and progress in accordance with CatholicCare workplace policies and Children's Guardian guidelines.</li> <li>• Prepare professional reports such as placement, contact,</li> </ul>	<p>young people were involved in their goal development.</p> <ul style="list-style-type: none"> <li>• Records reflect that young people are displaying increasing independent living skills and external support networks.</li> <li>• Case plans evidence appropriate focus on increasing stability, health awareness and engagement in vocational activities for young people in the program.</li> <li>• Evidence that competency-based living skills programs are undertaken.</li> <li>• Evidence of decreased property damage</li> <li>• Evidence of decreased evictions and movement to different properties.</li> <li>• Participation rates in education or employment are at 75 % for the financial year 20/21</li> <li>• Young People rate their well-being as stable or increasing.</li> <li>• Young people's files are up-to-date and of high quality as per auditing standard.</li> <li>• Quality reports are prepared in a timely manner</li> </ul>
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	<p>progress and court reports as required.</p> <ul style="list-style-type: none"> <li>• Authorisation is sought in a timely manner from Community Services in relation to matters of delegated parental responsibility.</li> <li>• Ensure case management support is provided for young women who are pregnant or who have babies.</li> <li>• Ensure case management support for young men who are fathers or who become fathers in the program including support in the areas of physical health, sexual health, well-being and child protection</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of timely communication and strong relationships with funding bodies.</li> <li>• Evidence that young woman and young males are supported throughout the pregnancy and beyond the birth to reduce intergenerational trauma and care experience.</li> </ul>
<p>4. General</p>	<ul style="list-style-type: none"> <li>• Abide by all CatholicCare and Diocesan policies and procedures.</li> <li>• Mandatory reporting legislation and Diocesan Child Protection Policy and guidelines are adhered to.</li> <li>• Participate in organisational events, development and strategic planning activities.</li> <li>• Provide information on program services and community supports as required.</li> <li>• Actively engage in professional supervision, individual work programming, performance planning and professional</li> </ul>	<ul style="list-style-type: none"> <li>• Interpersonal communications and professional behaviour reflect organisational expectations as per the Code of Conduct.</li> <li>• Information is provided to relevant bodies regarding children at risk in a timely manner.</li> <li>• Relevant meetings and events attended.</li> <li>• Staff member practices a positive working relationship with colleagues.</li> <li>• Evidence that information is produced when required.</li> <li>• Staff member presents as a knowledgeable and skilled leader within the PSP program and CatholicCare Social Services.</li> </ul>

	<p>development opportunities.</p> <ul style="list-style-type: none"> <li>• Maintain own professional practice and awareness of current research in practice.</li> <li>• Maintain up-to-date knowledge of, and promote, WHS best practice as per legislation, policies and procedures.</li> <li>• Other duties within the scope of the position that may be assigned from time to time.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of development of professional practice.</li> <li>• WHS risks are reported and evidence of WHS discussion at each team meeting.</li> <li>• Other duties are performed in a satisfactory manner.</li> </ul>
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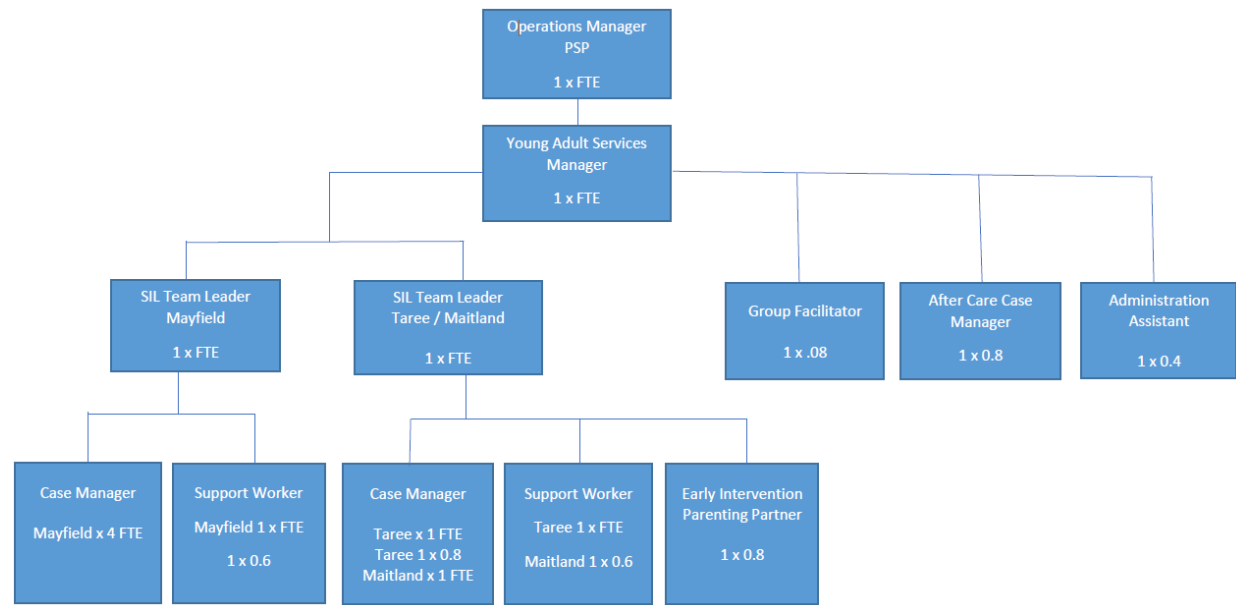
### 13. Key Relationships & Communications

1. Decisions that are made by the Team Leader without referral	<ul style="list-style-type: none"> <li>• Making changes that remain in accordance with the case and financial plan.</li> <li>• Making referrals to external services in accordance with the case and financial plan.</li> <li>• Endorsement of internal referrals for SIL clients.</li> <li>• Allocation of support work/ mentoring staff's tasks and time across the team.</li> <li>• Time management and planning of workload tasks.</li> <li>• Activities undertaken in conjunction with a young person, in line with casework goals.</li> <li>• Use of Mandatory Reporter Guide (MRG) and reporting to Helpline.</li> </ul>
2. Decisions that are made by the Team Leader after consultation with Manager	<ul style="list-style-type: none"> <li>• Relocation of young person from one existing property to another.</li> <li>• Performance Improvement planning requirements for ongoing or more serious staff performance issues.</li> </ul>
3. Decisions that are referred to the Manager	<ul style="list-style-type: none"> <li>• Any work-related activity to be undertaken outside of business hours.</li> <li>• Any decision that has a significant potential impact on any person relating to a young person in care.</li> <li>• Any financial decision outside of delegation.</li> <li>• Any decisions that may have a safety impact on young people, staff, stakeholders, or other community members including arrangements to meet clients.</li> <li>• Exemptions to case and financial plans.</li> </ul>

14. SIGNIFICANT CHALLENGE	
What?	Why?
1. Managing the SIL team's capacity to build independence in young people.	<ul style="list-style-type: none"> <li>Meeting concurrent demands of complex caseloads and specialist tasks that require ongoing higher-level working knowledge of policies, research and legislation.</li> </ul>
2. Locating and maintaining suitable housing.	<ul style="list-style-type: none"> <li>Limited suitable and affordable housing options exist locally.</li> </ul>
15. EMPLOYMENT CONDITIONS	
<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>	
16. LEGISLATION & CATHOLIC CARE POLICY	
<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>Have a current driver licence;</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> <li>Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and,</li> <li>Only make decisions within their delegated responsibilities.</li> </ul>	
17. EXPECTED EMPLOYEE BEHAVIOUR	
<p><b>Employees must:</b></p> <ul style="list-style-type: none"> <li>Display a commitment to the Vision, Mission &amp; Values of CatholicCare</li> <li>Display respect for themselves and their colleagues</li> <li>Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve</li> <li>Work with People We Support in line with relevant legislation</li> <li>Attend staff meetings and compulsory education when required</li> <li>Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues People We Support</li> </ul>	



## 18. ORGANISATIONAL CHART



<b>Position Description last reviewed:</b>	26/8/2020	<b>Next review due:</b>	26/8/2021
<b>Occupant Name:</b>		<b>Occupant Signature:</b>	
<b>Date:</b>			