



# Family Life

## Team Leader Family Relationship Services Frankston

### Position Description March 2010

Hours: Full-time (38 hours per week)  
Award: Social, Community, Home Care and Disability Services Award  
Remuneration: Social & Community Services Employee Level 8 + 4% above Award + super + Salary Packaging (first \$16k tax free)  
Location: Frankston  
Flexible working conditions and career development

### Vision

**Capable communities, strong families, thriving children**

### Mission

**To create caring, capable communities by :**

- **supporting and strengthening the most vulnerable families, children and young people**
- **innovating and advocating for social inclusion**
- **growing community connections and contributions for the benefit of all**

### Preamble

Family Life is a community service organisation, offering a range of counselling, support, dispute resolution and community building services. Family Life's programs are acknowledged at all government levels for their innovation and whole of community approach. Priority is given to vulnerable families, children and young people. Since its foundation in 1970 volunteers have played a crucial role in the organisation.

The Team Leader – Family Relationship Services is based at Frankston, however from time to time the incumbent may be requested to work from, or be based at, other Family Life sites.

### Key Objectives

1. To ensure the provision of professional intake, assessment and Early Intervention Services for individuals and families.
2. To supervise a team of employed and volunteer staff.
3. To ensure services are delivered to quality standards, comply with relevant legislation and achieve contract requirements.

### Accountability

The Team Leader – Family Relationship Services is accountable to the CEO through the allocated line manager.

## **Performance Review**

All staff are required to participate in an annual Performance Appraisal and development of an Annual Learning Plan.

## **Key Responsibilities**

### **1. Team Leadership**

- Work as part of a leadership team.
- Supervise a team of professionals and volunteers to provide support for family violence, relationship counselling, men's services, relationship education and referral services for families, children and young people.
- Enable practitioners to deliver the agency community centred, strengths based model of integrated services.
- Conduct annual position reviews and performance appraisals as required.

### **2. Service Co-ordination and Delivery**

- Provide specialised family violence counselling to individuals, families and children.
- Maintain professional conduct as per relevant professional and agency codes of ethics.
- Support the delivery of Duty, Intake and Case Allocation systems to required performance and outcome criteria.
- Monitor practitioner caseloads.
- Monitor client data entry and reporting to required agency and government standards.
- Oversee case planning, monitoring and review with families and practitioners.
- Co-ordinate supervision and professional development for team members.
- Participate in the delivery of the agency individual, family and group services program.
- Assist with the volunteer and professional recruitment, induction, training and professional development.

### **3. Service Development**

- Review client feedback and community information to identify emerging community needs.
- Encourage innovation in program development in response to community needs.

### **4. Service Evaluation and improvement**

- Supervise the application of agency service evaluations and performance reviews.
- Participate in service audits and quality reviews.
- Assist team members to meet identified service improvements.
- Be proactive in relation to own professional development and supervision.
- Participate in an annual performance review.

### **5. Community Relationship building**

- Represent the agency in appropriate service networking and service development forums as required.
- Participate in appropriate community development activities.

### **6. Organisational development**

- Contribute to the planning activities of Family Life.
- Participate in the ongoing monitoring and evaluation of Family Life's activities.
- Attend appropriate internal and external meetings.

### **Other**

- Perform other duties consistent with the position as required by the Agency and consistent with meeting the contractual and compliance obligations of the Agency as these may vary over time.

## **Key Selection Criteria**

### **Essential**

#### **Qualifications**

- Degree in Social Work or Psychology, Masters of Counselling or related field.
- Eligibility for membership of an appropriate professional Association.
- Must have current drivers license valid in Victoria.

#### **Experience**

- Counselling experience with a particular emphasis on work with men, women and children where there has been family violence.
- Experience in providing professional supervision, training and performance management for practitioners.

#### **Skills**

- Skills in conflict resolution.
- Excellent skills in written, oral and interpersonal communication.
- Capacity to apply Systems Theory.
- Computer skills (intermediate level, or above) in a Windows environment including word processing, data collection and entry, internet and email. – Sandringham and Frankston staff

#### **Knowledge**

- Understanding of separation, Family Law, and domestic violence issues.
- Knowledge of current counselling, family violence and Family Dispute Resolution literature.
- Knowledge of separation, family violence and abuse issues in the current literature.

#### **Attributes**

- Employs an ethical and professional approach to practice.
- Commitment to child-focused and child-inclusive practice.
- Ability to articulate and reflect upon personal and professional values.
- Ability to motivate and build a high performing team work environment.
- Commitment to meeting the needs of at risk families, children and youth, guided by the agency whole of family approach and community based model of service delivery.
- Commitment to social innovation and learning organisation disciplines.

#### **Desirable**

- Additional relevant postgraduate qualifications and training, eg family therapy, family conferencing.
- Accredited training for Family Violence service delivery.
- Mediation and/or family decision-making meetings
- Ability to work with families that have experienced family violence, CALD and indigenous families.
- Fluency in a second language, other than English.
- Must have own car.

#### **Experience**

- Experience in delivery of related services.

## **Additional Information**

Any offer of employment is subject to a satisfactory Police Records Check and Working With Children Check.