



Position Description

Team Leader Children's Contact Service

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| Position | Team Leader Children's Contact Service |
| Team | Children's Contact Service |
| Employment Type | Full Time/ Permanent (Part Time would be considered) |
| Hours | 38 hrs per week |
| Location | Frankston and Sandringham <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i> |
| Reports To | Program Manager, Family Engagement |
| Effective Date | February 2020 |

Overview of Program

The Family Life CCS provides safe, neutral, trauma informed and child-focused supervised visits and changeovers between children and their parents, and other significant persons in the child's life. The CCS aims to minimise a child's exposure to conflict or unsafe situations when parents are separating or have separated. The CCS also work with families to encourage positive interaction between children and their parents and to support the strengthening of these relationships. Over time, and where possible and safe to do so, parents are encouraged to move to self-management of their arrangements for spending time with the child.

Position Objective

Leading, developing and integrating the Children's Contact Services program ensuring best practice in responding to clients and vulnerable children and also delivering quality standard service responsibilities, while complying with relevant legislation and achieving contract requirements.

Key Responsibilities

The key responsibilities include but are not limited to:

- Leading and supervising a team of staff, volunteers and students to deliver case management, group work and other service delivery practices.
- Managing the intake and assessment process and coordinating the allocation of cases to practitioners across the team.
- Managing the delivery of Children's Contact Services at the various service locations.
- Developing and reporting on a Team Work Plan to deliver on funding targets and Children's Contact Service responsibilities.
- Managing client waitlists, client appointments and CCS staff roster.
- Leading quality assurance processes and developing responses to best practice guidelines including innovation of current processes to better respond to organisational requirements and community need.
- Supporting the team to deliver high quality individual, family and group services.
- Representing the organisation in appropriate service networking and service development forums to build, develop and maintain stakeholder relationships.
- Maintaining all required documentation to evidence impact and effectiveness of service delivery in a complete, accurate and timely manner, as required by the organisation's standards and program contracts.
- Supporting practice innovation and practice development in collaboration with the Practice Leader.

Key Selection Criteria

1. Bachelor qualification in Social Work, Psychology, or similar Human Services qualifications.
2. Demonstrated experience leading high performing teams, with a focus on innovation and positive culture.
3. Highly effective interpersonal communication and conflict resolution skills.
4. Excellent time management skills and ability to multi-task and prioritise work
5. Flexible and adaptable in response to the needs of the organisation.
6. Demonstrated ability to develop and maintain strong collaborative relationships and partnerships with key stakeholders.
7. Information technology skills, including proficiency in Microsoft Office suite and client management system.

Desirable

1. Knowledge regarding the complexities of family separation that may be impacting the whole of family.

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites, therefore it is essential that all employees hold a current Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.