



Family Life

Team Leader – Family Support Services

Frankston Family Relationship Centre

Position Description

July 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

This position commenced in July of 2006 to establish a Family Relationship Centre funded under the Australian Government Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) for Frankston and the Mornington Peninsula.

Engagement of the broader community and volunteers is a critical component of the model for promoting the agency's family strengthening and caring community approach.

Key Objectives

1. To lead the delivery of the Family Life model for post separation and Family Dispute Resolution services for parents, children and extended 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

This position is responsible through the Program Manager to the Chief Executive Officer for all aspects of service delivery, practice and program quality.

Key Responsibilities

1. Team Leadership

- Work as part of a Frankston and Family Life leadership team.
- Supervise a team of professionals and volunteers to provide counselling, communication coaching, mediation / dispute resolution and support 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.
- Promote staff participation in continuous improvement and strategic planning processes.

2. Service Coordination and Delivery

- Maintain professional conduct as per relevant professional and agency Codes of Ethics.
- Coordinate the Duty, Intake and Case Allocation system to required performance and outcome criteria.
- Ensure staff maintain and apply requirements for registration as Family Dispute Resolution Practitioners in line with the Family Law Act 2005 and as the law and operational guidelines may change over time.
- Monitor practitioner caseloads.
- Monitor client data entry and reporting to required standards.
- Oversee case planning, monitoring and review with families and practitioners.
- Coordinate 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.
- Carry a small case-load of Family Support clients.

3. Service Development

- Review client feedback and community information to identify emerging community needs.
- Encourage innovation in program development in response to community needs.
- Participate in regional, state and national networks related to the socio-family law service system as required.

4. Service Evaluation and Improvement

- Ensure the team maintain an up to date and working knowledge of the socio-family law service system
- 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 the ongoing monitoring and evaluation of Family Life's activities.
- Attend appropriate internal and external meetings

Key Selection Criteria

Essential

Qualifications

- Degree in Social Work or equivalent, Psychology, Masters of Counselling or related field.
- Registration as a Family Dispute Resolution Practitioner with the Australian Attorney General's Department.
- Eligibility for membership of an appropriate professional Association.
- Must have own car and current drivers license valid in Victoria.

Experience

- Minimum of two years experience as a qualified mediator
- Counselling and or mediation experience with a particular emphasis on work with children and families.
- Experience in providing professional supervision, training and performance management for practitioners trained in social work, psychology, family therapy and other direct services and counselling modalities.

Skills

- Experience with Family Law and family violence issues.
- Skills in conflict resolution.
- Expertise in working with children.
- Excellent skills in written, oral and interpersonal communication.
- Capacity to apply Systems Theory.

Knowledge

- Employs an ethical and professional approach to practice.
- Commitment to child-focussed and child-inclusive practice.
- Knowledge of the Family Law and research evidence of implications for child and family wellbeing.
- Knowledge of the Victorian Best Interest Framework, risk assessment tools and interface with Family Law.
- Ability to articulate and reflect upon personal and professional values.
- Ability to motivate and build high performing team work environment.
- Commitment to social innovation and learning organisation disciplines.

Desirable

Qualifications

- Additional relevant postgraduate qualifications and training, e.g. family therapy, family conferencing, child inclusive practice.

Experience

- Experience in delivery of related services.
- Experience in team building.
- Experience in group facilitation.

Additional Information

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