

Position Description



Position Title	Program Manager, Foster Care Services
Physical Location	Berri, Mount Gambier or Murray Bridge
Geographical Responsibilities	Local region
Classification Level	Level 6 of the <i>Social, Community, Home Care and Disability Services Industry Award 2010</i>

POSITION SPECIFICATION

Purpose of the position

The Program Manager will provide supervision to home based care staff and take primary responsibility for the delivery of the Foster Care services provided by the relevant team, including contract compliance, program performance and continuous quality improvement.

Reporting/Working Relationships

- Reports to Clinical Manager, Foster Care Services
- Direct Reports: Placement Support Workers and Recruitment, Assessment and Training Workers in the local region.
- Close working relationships with a range of stakeholders including Department for Child Protection, Connecting Foster Carers SA, mental health services, health practitioners and any other services that are required to meet the needs of young people in care
- Close working relationships with other ac.care staff and programs to facilitate holistic service provision

Special conditions

- Out-of-hours work including travel involving overnight absences may be required
- Satisfactory Child Related Employment Screening must be maintained in accordance with ac.care policy
- Child Safe Environment Certificate must be maintained in accordance with ac.care policy
- Minimum current SA 'Class C' (or interstate equivalent) driver's license is essential and the employee must be willing to drive in the course of their duties.

Key Responsibilities

1 Strategic Management

- Take primary responsibility for the delivery of the home based care services provided by the relevant team, including contract compliance, program performance and continuous quality improvement
- In conjunction with the Manager and other relevant people, contribute to the successful development and implementation of the research, development and continuous improvement of the Foster Care program
- In conjunction with the Manager, be actively involved in identifying deficits in the service system and assisting in strategies to address them
- Participate in appropriate regional area state-wide and other forums to promote ac.care (specifically Foster Care) and contribute to policy development
- Ensure that the team is operating in accordance with the requirements of the Service Agreement and registration standards as required by DCP

2 Service Management

- Ensure that intake, case allocation, review and backup processes and systems are in place to maintain a high level of responsiveness and a quality service
- Ensure that the Intake system is working effectively; that referrals are responded to in a timely manner and that appropriate placements are made utilizing the ac.care matching process
- Assist in the monitoring of a high standard of case management practice for all clients of the Foster Care program, ensuring the completion of individual placement plans, monitoring and review mechanisms compliant with the Standards of Alternative Care and the CYPS Act 2017
- Ensure that the appropriate staff attend and participate in relevant Care Team Meetings, Care and Placement Planning meetings and TAC meetings when required
- Ensure that assessments and reports are accurate, of a high standard and provided in a reasonable time frame
- Ensure that systems and processes are in place for appropriate monitoring of clients identified as “high risk or complexity”, including overseeing the development of “crisis management plans” where appropriate
- In accordance with ac.care policy and DCP requirements, co-ordinate the appropriate response and ensure appropriate follow up of serious incidents for staff, carers and clients
- Promptly identify and address issues where the delivery of service or the performance of a staff member or volunteer caregiver does not meet standards expected by ac.care and or the funding body and report same to the Manager of Foster Care Services
- Identify key stakeholders in the region (including DCP, Aboriginal Communities and Services, CAMHS, Drug and Alcohol services, Education and Community Service organisations) and ensure that constructive relationships are developed and maintained
- In conjunction with the Manager – Foster Care Services, maintain collaborative working relationships with other ac.care services

3 Leadership and Communication

- Support the Manager in the recruitment, management and development of appropriately qualified and skilled staff and in provision of orientation, support, supervision, and professional development plans in line with ac.care’s policy

- In conjunction with the Manager and other relevant people, assist with tasks associated with the recruitment, induction and ongoing training of volunteer caregivers with an overall aim of ensuring the program has an adequate pool of appropriately trained and assessed carers to meet the needs of all children requiring home based care
- Ensure that volunteer caregivers are receiving supervision, support and development according to their needs
- Facilitate regular staff meetings to ensure inclusive and collaborative work practices
- Initiate and respond to team building activities and opportunities
- Ensure all staff understand the complexities of out of home carer (with specific focus on trauma and attachment) and what is expected of them as a Placement Support Worker. This includes the capacity for assertive outreach, effective liaison with case managers, and effective care team participation
- Assist with the management of any serious incidents, co-ordinate the appropriate response and ensure appropriate follow up

4 Administration

- Ensure that service delivery information is collected and recorded in a professional and timely manner, and is consistent with the requirements of an agreed management information system
- Ensure that practices and procedures specific to the program are consistent with ac.care's policies and procedures
- Ensure that all administrative procedures are adhered to within the program
- Ensure that statistical data is collected, forwarded to DCP in accordance with timelines
- Oversee and approve expenditure within the program where required
- Ensure that time sheets, time in lieu and leave requests are appropriately managed and monitored according to ac.care certified agreement and relevant policies
- Provide monthly and other reports to the Manager as required
- Identify and report on any occupational health and safety concerns for staff and carers
- Management of specific portfolio responsibilities as appropriate

5. Additional responsibilities

- Act in accordance with the ac.care Code of Conduct
- Participate in a rostered after hours backup service as required
- To keep abreast of relevant theoretical legislative and policy document
- Attend and participate in regular supervision according to ac.care's supervision standards and requirements
- Act in accordance with ac.care's committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds, and to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities

- 6** Perform other duties allocated appropriate to position and organisational needs, and to undertake any relevant task as directed by the CEO as part of the employer/employee relationship within the scope of the role.

PERSON SPECIFICATION

Selection criteria - essential

- A degree in an appropriate human services discipline (eg Social Work, Child Development, Human Services, Social Sciences, Psychology) or substantial progress achieved towards completion of this qualification
- Knowledge of child development, attachment theory and the impact of trauma on children
- Leadership and / or management experience
- Understanding of supervision and its role in human services and ability to provide this to staff
- Experience working in family and community services
- Experience engaging and working collaboratively with stakeholders
- Understanding and knowledge of best practice interventions, theories and strategies when working with families including therapeutic approaches
- Experience working with families with multi-faceted and complex situations
- Knowledge of relevant legislation including child protection and family law
- Willingness to review procedures and work practices to fulfill contractual and organizational requirements
- Initiative, reliability and motivation with the ability to work under pressure and to meet deadlines while maintaining high professional standards
- Understanding of Work Health and Safety and Equal Opportunity Legislation
- Understanding of Aboriginal, multicultural and social justice issues

Highly regarded

- Experience working within a quality assurance framework
- Previous experience supervising staff and leading teams
- Previous experience in providing case management services to clients in Out of Home Care or Child Protection

Acceptance

Position holder signature _____

Name (printed) _____

Date _____