

Position Description

Position Title	Team Leader Residential Care Services
Program	Residential Care Services
Physical Location	Mount Gambier
Geographical Responsibilities	Mount Gambier
Classification Level	Level 4 of the <i>Social, Community Home Care and Disability Services Industry Award 2010</i>

JOB DESCRIPTION

Summary

As a leading professional, provide support and assist with planning, delivery, evaluation of programs and services, which facilitate the care, development and re-integration into the community of children and young people who are under the Guardianship of the Minister and are unable to be placed within foster care due to difficult behaviours or lack of placements.

As the Team Leader Residential Care Services your role is also to provide direction and support to rostered staff working in a community based emergency accommodation house for children/young people. You are to ensure the quality of care, rights and safety of children and young people are protected within duty of care requirements while longer-term care arrangements are developed. You will work pro-actively and responsively to provide practical support.

Reporting/Work Relationships

- Responsible to the Regional Manager, Residential Care – Mount Gambier
- The role requires a close working relationship with Management and Staff of the Department of Child Protection, Placement Services Unit and Management.

Special Conditions

- Current SA driver's licence 'Class C' or interstate equivalent.
- Current Working With Children Check (WWCC) or willingness to obtain in accordance with ac.care policy.
- Current National Police Clearance/Check or willingness to obtain
- Employee must hold and maintain a current Senior First Aid certificate or equivalent and be willing to use first aid skills and knowledge.
- Satisfactory completion of the statutory psychological suitability assessment (PSA). For further information visit www.psychcheck.com.au/services/psychological-suitability-screening.

Key Responsibilities

- 1 Provide support to Therapeutic Support Workers in delivering quality outcomes for young people in their**

care by:

- Provide debriefing and regular supervision to team members.
- Role modelling and encouraging staff to maintain standards of excellence in service delivery and to develop innovative responses to complex problems.
- Induct and support house staff to provide therapeutic care, guidance, support and supervision of children/young people.
- Consultation and communication with colleagues within ac.care and Department of Child Protection and across other programs areas within ac.care to ensure high quality and consistent practice.
- Monitor and actively address the physical and psychological safety of the residential environment and staff, including maintaining licenses.
- Responsible for any financial needs of the clients and houses.
- Maintaining and statistics and providing reports as required.
- Facilitate all team meetings
- Contributing to the evaluation and assessment of programs, services and processes and recommending strategies for innovation and improvement.

2 Facilitate and increase the opportunity for successful experiences and intervention of young people in care by:

- Assessing and responding to the individual needs of young people in care (in particular any cultural considerations).
- Modelling appropriate behaviors and therapeutic responses with children.
- Promoting, encouraging and ensuring positive relationships with peers, carers, parents, family members, significant others and the community.
- Providing opportunities for young people to experience success and realise their potential.
- Being responsible for developing and reviewing a care plan and growth action plan for each child in care by ascertaining information from children/young people about their health, education, family and cultural background and their understanding of their situation and considering a child/young person's personal opinions and wishes in decisions that affect his or her life.
- Encouraging and advocating for children/young people's across all domains.

3 Participate in the maintenance and development of the service by:

- Oversight of assets and property maintenance in consultation with the Manager.
- Monitor, report and in appropriate circumstances co-ordinate maintenance of furniture, domestic appliances, office equipment, vehicle(s) and the House.
- Administer and oversee purchasing for children and household requirements.
- Participate and at times, facilitate meetings, training and development courses relevant to the service.

4 Other duties as directed.

PERSON SPECIFICATION

Selection criteria - essential

- Degree in an appropriate Human Services discipline; or less formal qualifications with specialized skills, substantial relevant experience, expertise and competence attained through previous appointments.
- Proven experience in the leadership, effective management, debriefing and supervision of staff and resolving conflict.
- Proven experience in discussing, developing, evaluating and participating in programs/projects for children/young people on an individual or group basis.
- Proven ability to relate positively to children/young people and to work with them to achieve change and quality outcomes.
- Proven ability to provide therapeutic care for children/young people
- Proven ability to communicate effectively both verbally and in writing with clients and their families, community groups and staff in other agencies and willingness to use appropriate computer technology where necessary.
- Proven ability to work under pressure, organise priorities, meet deadlines, analyse problems, formulate suitable solutions in a team setting, motivate staff and delegate responsibilities.
- Knowledge of crisis intervention theories and strategies including diffusion, negotiation and mediation.
- Understanding of child and adolescent development, childhood trauma and issues facing children and young people who require care and protection.
- Proven experience in case management.

Selection criteria - desirable

- Currently studying or completed a recognised tertiary qualification in any of the following :-
Social Work, Youth work, Education, Community Services, Behavioural Sciences.
- Therapeutic Crisis Intervention
- Certificate 4 in Training and Evaluation

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