

## Family Services Team Leader

---

- Responsible to:** Manager, Child, Youth, Family & Community Services
- Responsible for:** Leading the RCC Family Services program and activities
- Description of hours:** This is a part-time contracted position 35 hrs per week.

### Purpose of the position

To lead the RCC Family Services Team in the development of effective strategies, programs and activities that respond to the identified needs of families and children in Riverwood and surrounding areas, and strengthen their capacity to achieve positive outcomes. This will include: complex case management; individual and group based programs; collecting and analysing data on program delivery ensuring compliance with funding requirements and service plans; and developing initiatives that contribute to the effectiveness of Targeted Early Intervention with a focus on the wellbeing of children and families.

### Mandatory Qualifications

- Relevant tertiary qualifications in Social Sciences (or equivalent)
- Current Criminal History Clearance and Working with Children Check

### Essential Criteria

- Strong leadership skills with the ability to develop and engage effectively with staff, families and the community
- Demonstrated understanding of child protection, risk minimisation strategies, safety planning, early intervention and prevention for families and children.
- Proven experience in research and report writing with the ability to interpret and present data
- Ability to identify and develop networks and collaborations with relevant stakeholders
- Experience in case management and development of strategies and processes that improve outcomes for families and children.
- Knowledge and understanding of the TEI Reform
- Excellent verbal and written communication skills
- Well-developed analytical and problem solving skills

### Highly Desirable:

- At least 2 years supervisory experience
- Ability to speak a second language.
- Current Driver's License

### Objectives:

- Provide Leadership to staff through orientation, supervision, and ongoing support
- Ensure the provision of early Intervention and prevention programs according to identified need
- Monitor progress and review outcomes for programs and service delivery activities
- Promote a sense of belonging and community involvement for families and their children
- Plan and facilitate Parent Support Group/Playgroup and other activities
- Liaise with service providers and partners within the sector to ensure that programs are implemented, promoted and delivered effectively
- Develop and promote relevant programs and activities
- Compliance in relation to funding specifications and accountability
- Commitment to continuous improvement and ensure compliance with WHS requirements in your areas of responsibility.
- Data collection, surveys and reporting against specifications

### GENERAL MANAGEMENT:

- Monitor and report to the Manager CYFS issues in relation to your areas of responsibility
- Decision-making, reporting and other responsibilities within agreed delegations.
- Ensure good communication with staff, clients and stakeholders.
- Communication and reporting to the Manager CYFS as required
- Engage with the CYFS team and other staff to create and contribute to a harmonious and effective workplace.

### HR/PEOPLE MANAGEMENT

- Manage a small team of staff
- Build the capacity of staff and volunteers through development and training
- Interact with all business streams across the Centre
- Work collaboratively as a team member
- Ensure compliance with WHS regulations and safe work practices of RCC

## SPECIFIC RESPONSIBILITIES

- Ensure that programs are delivered in an accessible and efficient manner, and are meeting the needs of the community
- Promote programs and activities to the community
- Complete required reports for funding bodies
- Ensure the team works within the parameters of the Family Services Policy and Practice Manual and adhere to the Children and Young Persons (Care and Protection) ACT 1998 (NSW)
- Support the team in their roles, responsibilities and development

## PROFESSIONAL DEVELOPMENT

- Participate in regular supervision and development of KPIs with Manager CYFS
- Participate in professional development where appropriate.

This list is not exhaustive; the Family Services Team Leader may be asked to undertake other responsibilities at the request of the Manager CYFS in line with the position description and the strategic direction of the organisation.

## BACKGROUND CHECKS

Working with Children Check – Yes

Police Criminal History Check – Yes