

CatholicCare NT Role Description

Position Title	Team Leader Family Services
Position Number	CC2485
Salary	Base Salary SCHADS Grade 6 Plus Superannuation Guarantee Contribution, 17.5% leave loading and salary packaging option
EFT	Full time 38 hours per week Monday to Friday 8.30am to 5pm
Location	Malak
Commencement	ASAP
Completion	Ongoing (subject to funding)
Last Reviewed	NEW POSITION

1. Program Description

CatholicCare NT is a not-for-profit organisation, providing social services and programs to individuals, couples, families, children, groups, schools, and agencies across the Northern Territory. Our Malak Family Hub is a holistic hub of support where we offer a range of services focused on Children, families, and the community. We work from a “no wrong door” ethos, with the aim of offering wrap around supports to families who need them.

The Family and Community Wellbeing service consists of two programs that work together to provide a range of programs, activities, and experiences to promote wellbeing and positive family functioning.

Children and Parenting

The Children and Parenting program provides early intervention and preventative services and programs, specifically targeting families who may be experiencing vulnerability, using a whole of family approach to resource, educate, support and skill parents to improve developmental and wellbeing outcomes for children and families. The program provides a range of evidence-based programs and activities for parents (Kinship, guardians, carers), to increase capacity, develop knowledge, skills, and support to raise healthy children and a range of developmentally activities and experience for children.

Family Mental Health Support Service

The Family Mental Health Support Service Program provides intensive, long-term case management, early intervention support (including targeted therapeutic group work), based on the Family Action Plan. The program provides, practical whole of family assistance to improve the long-term outcomes for vulnerable children and young people up to the age of 18, at risk of, or affected by, mental illness and their family and carers.

2. Purpose of the Position

The Team Leader is responsible for providing leadership to the implementation and integration of services at the Malak Hub in order for the programs to meet all objectives. This position has a particular focus on promoting the services offered at the Malak Hub, building community awareness, and supporting staff to meet program obligations.

3. Organisational Relationships

Exercises a degree of autonomy and reports to Child, Family and Mental Health Programs Manager. May manage a work area/ medium organisation or multi-worksite organisation.

4. SCHADS Grade 6 Characteristics

- Operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- Scope to influence the operational activities of the organisation and would require incumbent to be involved with establishing operational procedures, which impact upon the organisation and/or the sections of the community served by it.
- Expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices.
- Involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees.
- May be required to negotiate matters on behalf of the organisation.
- Responsibility for decision-making in the particular work area and the provision of expert advice.
- Provide consultation and assistance relevant to the workplace.
- Set outcomes for the work areas for which they are responsible to achieve the objectives of the organisation.
- May be required to undertake the control and co-ordination of a program, project and/or significant work area, which requires a good understanding of the long-term goals of the organisation.
- Exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities.
- Positions at this grade may be identified by:
 - impact of activities undertaken or achievement of stated outcomes or objectives for the workplace;
 - the level of responsibility for decision-making;
 - the exercise of judgment;
 - delegated authority;
 - and the provision of expert advice.
- Managing time is essential so outcomes can be achieved.

- High level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff.
- Will be required to understand and implement effective staff management and personnel practices.

5. Key Responsibilities and Performance Standards

5.1 Direct service delivery

- manage triage, assessment and allocation of case management and group work participants.
- supervise service delivery of the Children's Contact Service team and Family and Community Wellbeing team, for day-to-day operational management.
- supervise service delivery offerings, of all programs, at the Malak Hub, to ensure holistic supports. Working in collaboration with the other Lead Practitioners/Team Leaders at the site will be integral to this.
- an allocation of complex participant/s, for counselling and/or case management and/or group work will be required from time to time.
- standardise models of practice to ensure team members provide best practise, evidence based, trauma informed and culturally appropriate services that focus on the voice of the child or young person being heard and are family centred.
- oversee implementation of program activities that are consistent with reporting guidelines, organisational and clinical practices, whilst aligning with CCNT policies and procedures.
- contribute to continuous improvement of organisational policy, procedure, and guidelines to ensure best practice and consistency with applied practice standards.
- Identify challenges and opportunities for service improvements.

5.2 Lead an integrated team

- guide and support staff to deliver high quality, responsive services and group work, in line with contractual obligations, mandatory reporting legislation, and the needs of the community.
- embed contractual funding requirements in service delivery, with reference to the Program Plan, Program Guidelines, Theory of Change and Program Logic
- implement and monitor best practice, evidence-based services to inform strengths-based participant work, program delivery and reporting to funding bodies.
- ensure the financial systems database, SAP, is used to appropriately authorise expenditure, consistent with program and organisational requirements.
- schedule regular supervision with each team member to reflect on and review case management practices, as per CatholicCare NT policy.
- foster a team culture based on respectful communication, collaboration, and continuous learning.
- Utilise applicable electronic databases to monitor and record staff information and implement organisational HR policies and procedures.

5.3 Ensure data integrity

- Monitor and determine standards of data entry and case notes in line with program and organisational requirements.
- conduct regular audits of participant sessions, session notes, and planning, using the Participant Record Monitoring Checklist, and providing feedback to staff in supervision.
- communicate and implement updates to CSnet® practices, as directed.
- provide timely reports and feedback to the Program Manager and Contracts Team when requested, consistent with reporting requirements.
- lead implementation of quantitative and qualitative evaluation methods

5.4 Participate in Supervision and Evaluation activities by:

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy

5.5 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty-eight (48) hours.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework.
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability.
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

7. Work Conditions

The Team Leader Family Services is located in an open area office, however, by nature the role requires remote outreach work and after hours work as approved by the General Manager Operations. This position may include some weekend work, which is balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the normal 76 hours.

8. Selection Criteria

- 1) Prerequisites:
 - (i) qualifications are generally beyond those required through tertiary education alone, typically acquired through completion of higher education qualifications to degree level and extensive relevant experience, Graduate or Postgraduate qualifications in Social Work, Psychology and/or Counselling preferred.
 - (ii) lesser formal qualifications with acquisition of considerable skills and extensive relevant experience to an equivalent standard, minimum five years' experience in relevant practice and team leadership.
 - (iii) a combination of experience, expertise, and competence sufficient to perform the duties required at this level.
- 2) Strong interpersonal and communication skills encompassing report writing, case note writing and supervision and the ability to communicate effectively with managers, staff, and stakeholders across a range of diverse cultural groups and settings.
- 3) Experience in recording and interpreting quantitative and qualitative data in line with program requirements and leading a team to do the same.
- 4) Experience in providing supervision to multi-disciplinary staff.
- 5) Demonstrated cultural competency, particularly in working with Aboriginal people

9. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) This position is classified as a mandatory worker position for the purpose of COVID-19 vaccines and directions issued by the NT Chief Health Officer.
- 7) Six-month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) Aboriginal people are strongly encouraged to apply.