



POSITION DESCRIPTION

Position title:	Team Leader Children's Specialist Support Service
EFT/Hours:	1.0EFT/38hours
Award/Classification:	<i>Social, Community, Home Care and Disability Services Industry Award 2010. Social and Community Services-Victoria-Award 2000. Social Worker Class 3, Year 3 (Transitional provisions apply). The National Employment Standards.</i>
Funding:	Department of Human Services (DHS)
Tenure:	Contract to 30 June 2013
Fringe benefits:	A car for work & personal use. Generous salary packaging.
Union:	Australian Services Union (ASU)
Reports to:	Operations Managers & CEO

Organisational Context:

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who are homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region of Melbourne. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the agency. MOSS currently offers a number of services to homeless people through a range of programs:

- North and West Regional SAAP Children's Resource Program
- Children's Specialist Support Service
- Transitional Outreach Support Team
- Crisis Response Program
- Community Connections Program
- Housing Support for the Aged
- 2 transitional outreach support teams in the City of Hume (T1 & T2)
- Shrivings Planned Activity Group
- Brunswick High Rise Volunteer Program
- Brunswick Low Cost Accommodation Support Program

Position summary:

The Team Leader position leads the newly funded and recently commenced Children's Specialist Support Service (CSSS). The CSSS is auspiced by Merri Outreach Support Service and targets vulnerable children from families living in the North and West Metropolitan Region of Melbourne who have been impacted by homelessness.

Whilst the service is new, it is based on the *Bright Futures* model developed by Merri Outreach Support Service over several years and delivered under various funding streams. It reflects MOSS's commitment to children who experience homelessness and will have a strong link to the North and West Regional Children's Resource Program (as based at MOSS in Broadmeadows). The new funding until June 30, 2013 creates a great opportunity to deliver this type of support in a substantial way and the realisation of a long term commitment by MOSS. The CSSS has commenced program deliver however it is still early days and there is real opportunity to shape the service.

The Service will primarily be delivered by a team of four full-time workers comprising a Team Leader, Group Work Coordinator and two Children's Specialist Case Managers based at the Broadmeadows office. The service model involves collaborative work with other agencies and referring workers. Co-case management and shared co-facilitation of groups will be features of the new service.

The Team Leader role is pivotal to the successful roll out of the new service. It involves providing support and supervision to team members. Facilitation and coordination of team activity including team case meetings, planning, co-ordination and allocation of tasks and associated administration. The Team Leader will be involved in assessment, referral, case management of children, including those assessed for attendance in the group and may also be required to assist with the running of the *Bright Futures* group. The role will carry a reduced case load expectation in recognition of additional tasks which are part of being a Team Leader.

The ongoing promotion of this new service to the Homelessness Service System across the region will be important. In the initial stages children will be referred via the North and West Regional Children's Resource Program, mostly through secondary consultation. The assessment phase will determine appropriate service response.

Key Selection Criteria:

1. A tertiary qualification in child development, social work, psychology, welfare studies or equivalent.
2. Demonstrated experience and highly developed skills in the assessment and provision of case management to children and families who experience disadvantage.
3. Highly developed leadership and team work skills and the demonstrated ability to work independently and in partnership with other agencies.
4. Demonstrated experience in providing support and supervision to team members.
5. The ability to lead staff through change processes.
6. Demonstrated understanding of child development and the impact of homelessness on children and families along with a commitment to supporting marginalised people.
7. Demonstrated knowledge of the Supported Accommodation Assistance Program (SAAP), the homelessness service system and current developments including the Homelessness Assistance Service Standards (HASS) and Opening Doors framework.
8. Experience in undertaking group work, particularly with children.
9. Excellent organisational, interpersonal and communication skills, including:
 - Interviewing and counselling skills
 - Writing skills – reports, correspondence, case notes, records entry
 - Oral skills – liaison, consultation, negotiation, telephone
 - Advocacy skills
 - Networking skills
 - IT competency

Additional Information:

Office: This position is based at 22 Lakeside Drive, Broadmeadows.

Hours of work: The agency is open Monday to Friday 9am – 5pm. The Team Leader may need to work until 6.00pm some days, to minimise disruption to children's schooling.

Occupational Health and Safety: All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity: Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with the MOSS's Workplace Bullying and Harassment Policy.

Employment is subject to:

- a current Working With Children Check
- a current Police Records Check
- a current Victorian Driver's Licence

Privacy Notification:

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with the Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

Application process and contact information:

For more information about the position please contact: Tony Littman **9359 5493**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au

Please address the Key selection criteria in your application and include 2 referees, at least one of whom is a current/recent supervisor.

The **closing date** for applications is 5pm, Monday 6 September 2010.

Please forward applications to:

Server/management/Position Descriptions/Team Leader – Children's Specialist Support Service PD with KSC. 19 August 2010

Tony Littman
Operations Manager
Merri Outreach Support Service
22 Lakeside Drive
Broadmeadows VIC 3047

or email tony@merri.org.au

Interviews will be held on Friday 10 September 2010.

Duty Statement

Consumer Services:

- Actively work with North and West Regional Children's Resource Program to respond to referrals to the service within an acceptable time frame.
- Provide assessment, support and advocacy for children including referral for enhanced case management, *Bright Futures* group, mainstream and specialist services.
- Engage with children's parents/caregivers and keep them informed about their child's involvement with the service.
- In consultation with the team and children, undertake assessment tasks and the development and monitoring of enhanced case plans.
- Coordinate collaborative case management by team members with workers from MOSS and other homelessness services.
- Manage and maintain case load, case files and case notes.
- Undertake co-facilitation of the *Bright Futures* group, as required.
- Facilitate team case meetings.
- Work in conjunction with children, their family and referring agencies to assist the achievement of case plan goals.

Community Liaison and Networking:

- Actively and positively promote Merri Outreach Support Service and the Children's Specialist Support Service amongst the homelessness and family violence service system in the North and West Metropolitan Region of Melbourne.
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet consumers' needs.
- Follow established protocols between Merri Outreach Support Service, the Children's Specialist Support Service and partner agencies.
- Provide assistance and appropriate information to services we refer consumers.
- Provide assistance and appropriate information to services about referral pathways for consumers they wish to refer to the Children's Specialist Support Service.

Policy, Planning and Community Development:

- Through direct service provision to identify areas of common need or themes affecting children experiencing homelessness and possible responses within the region.
- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of children experiencing homelessness and identify practices which will facilitate improved access for this target group ideally without need for program intervention.
- Facilitate regular reviews of service operation and ongoing development, including participation in planning days.

- Facilitate implementation of improvements/changes in program operations as directed by management
- Maintain a broad understanding of government policies which have a direct impact on children and families experiencing, or at risk of experiencing homelessness.
- Provide leadership to the development of responses to government policy, and systemic issues which may affect children and their families as directed by management.
- Participate in forums which contribute to the broader development of policies/practices relevant to children and homelessness.
- Participate and implement Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to Agency development including participation in working groups and internal committees.

Reporting and Administration:

- Ensure service and consumer records are maintained, including case files and other data as required.
- Maintain filing systems as required for effective function of the program.
- Timely recording of consumer information and data recording in accordance with DHS requirements.
- Prepare evaluation reports as required.
- Assist management in the preparation of reports as directed.
- Submit for approval by management all formal outgoing correspondence.
- Adhere to agency financial recording practices.
- Undertake administrative tasks associated with being a Team Leader and as directed by management.

Accountability:

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Meet Homelessness Assistance Service Standards (HASS) and QICSA requirements.
- Be responsible to the Team, Operations Manager and Agency Manager.
- Actively participate in team case planning meetings.
- Attend fortnightly agency meetings.
- Attend scheduled program leaders' meetings.
- Actively participate in scheduled supervision with the Agency Manager.
- Work collaboratively with the Regional Children's Resource Program.
- Provide regular supervision to team members.
- Attend Committee of Management meetings (with your team) as rostered.
- Submit timesheets and leave application forms within required timeframes.
- Approve team members' leave form applications prior to submission.