



PO Box 12 Ringwood 3134

Telephone (03) 98770311

Position Description:

Team Leader Intake and Emergency Response Service

1. General Information

Position title:	Team Leader Intake and Emergency Response
Department:	Client Services
Position Reports to:	General Manager Service Delivery
Classification:	SCHADS Level 7 Plus 9.5% superannuation and access to salary packaging
Job status:	Full time – 37.5 hours per week
Location:	Nth Croydon
Number of direct reports:	4
Probationary period	6 months
Legislative Requirements	Valid Working With Children's & National Police Check required
Key Relationships:	Internal: CEO, General Manager, Service Delivery, Corporate Services Staff, Service Delivery Staff External: Referring agencies, peak bodies, clients their families and advocates, community service organisations and partners including safe steps, Vic Police, regional organisations and key stakeholders.

2. Overview Of Safe Futures Foundation

Safe Futures Foundation is a not for profit Specialist Family Violence Organisation that provides frontline services to women and children to help them escape control, abuse and violence and rebuild their lives. We have been responding to family violence and changing people's stories for over 40 years. Safe Futures has grown to be the largest provider of crisis accommodation in Victoria - which includes 19 crisis properties and nomination rights to 39 Transitional Houses. Safe Futures delivers outreach support and therapeutic responses to women and children in the community affected by family and domestic violence. We employ intensive case managers and women's and children's advocates across 2 main sites in Melbourne's Eastern suburbs. Safe Futures Foundation is funded by the Department of Health and Human Services and the generous support of donors.

The Foundation supports women and children through 3 key programs areas:

- Safe in the Community
- Community Connect
- Intake and Emergency Response Service

Our clients come to us through a range of avenues including referrals by Safe Steps, Victoria Police, Centrelink and self referrals.

Our Vision

The Safe Futures Foundation believes all children, young people and adults have the right to live safely in their community.

Our Model

The Safe Futures Foundation has successfully developed and implemented an alternative to the traditional response that waits until a crisis point has been reached. The response is premised on a triage approach with comprehensive assessment of safety and support needs, and direct access to responses and resources ranging from safety strategies and immediate necessities through to therapeutic, educational and wellbeing programs. The response is informed by individual assessments for safety and support and offers a holistic family centred response focused on achieving outcomes determined by the client.

3. The Role

The Team Leader Intake and Emergency Response Service is a key leadership role that has responsibility for service provision for the organisation and plays a pivotal role in the success of the family violence emergency response program. The Team Leader, Intake and Emergency Response is expected to meet a range of outcomes and deliverables which align with the Safe Futures Strategic Plan and to assist the organisation to achieve its business goals and build a strong and sustainable organisation.

The Team Leader Intake and Emergency Response is responsible for coordinating the delivery of a 24 hour intake and referral service, emergency accommodation and case management for women and children experiencing family and domestic violence. This role entails the oversight and monitoring of high quality intake and risk assessments, safety plans, needs assessments, case and exit planning. The program includes full time Monday to Friday staff and staff rostered over seven days per week providing after hours support.

4. Key Accountabilities

Duties	Measures/KPIs to be achieved
<ul style="list-style-type: none"> • Coordinate 24 hour intake and referral functions and the management of emergency and accommodation response services • Provide supervision and management coordination to the Emergency Response Service staff including the after hours intake coordinators. • Liaising and coordinating with property management services to ensure units are ready for occupancy within 1-2 business days of a client vacating. • Ensure vacant unit availability is recorded on the safe steps refuge vacancies register • Participation in the back up on-call roster, and some after hour's service provision as required. • Be available to undertake intake after hours if the intake worker is absent from work • Ensure high quality and comprehensive risk assessments, safety plans, needs assessments and case plans are undertaken for women and children accessing emergency accommodation. • Co-ordination of exit planning and handovers to Safe Futures programs or to external services. • Provision of daily complex staff case management support • Guidance, supervision and 	<ul style="list-style-type: none"> • Contribute to meeting client targets • Ensure SHIP note entries and supporting documents are up to date. • Ensure Intake documents uploaded to SHIP • Ensure SHIP status updates to be completed by the 5th of each month • Record relevant data re intake and vacancies as required • Monitor and review plans: <ul style="list-style-type: none"> ○ Risk Assessment ○ Safety Plan ○ Case Plan ○ Exit Plans

oversight to direct service delivery staff.	
Leadership <ul style="list-style-type: none"> • Promote an environment that empowers and motivates staff to achieve organisational and service delivery goals • Lead with exceptional interpersonal, communication and negotiation skills • Contribute to the strategic direction by being actively involved in the implementation of strategic and operational plans • Contribute to future development through monitoring community, business and operational needs and make appropriate recommendations for service delivery development. • Ensure legislative compliance in relation to service delivery and ensure service targets are met • Capacity to assess risk, make timely and appropriate decisions and proactively respond in individual situations. • Capacity to balance workload, determine priorities and meet deadlines • Ability to manage, engage and lead change • Ability to effectively manage conflict and work collaboratively • Ability to motivate, coach and provide constructive feedback to staff • Assisting workers to manage workload and provide high quality and responsive practice • Capacity to lead, motivate and develop staff through formal supervision, reflective practice, and professional development opportunities • Undertake staff appraisals and performance management as required • Contributes and participates in 	<ul style="list-style-type: none"> • Operational performance, particularly in relation to the management of work hours and client outcomes • Achievement of DHHS targets • Minutes for meetings available within agreed timelines and actions completed • Compliance with program guidelines and service agreements • Successful implementation of Safe Futures operating guidelines and initiatives measured through staff and client and external services feedback and post implementation reviews • Positive relationships and feedback from stakeholders • Audits (internal and external) demonstrate compliance • Achievement of KPI's • Operate within budget • Strong engagement culture as evidenced by engagement surveys, retention and turnover rates • Maintains a cohesive workplace • Staff supervision is prioritised and managed internally • Referral numbers reviewed and steps taken to ensure equity of access

regular management meetings and supervision to enable continuous service improvement, best practice and ongoing quality improvement.	
<p>Team Work and Communication</p> <ul style="list-style-type: none"> • Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures • Communicate with all staff and work with them to meet organisational objectives consistent with the values of Safe Futures Foundation • Participate in and contribute to 'all staff' meetings. • Co-ordinate and facilitates regular team meetings • Ensure effective orientation and induction for new case management staff so that they have the necessary information to effectively and safely undertake their roles and responsibilities • Maintains constructive and collaborative working relationships across program areas • Develop positive, supportive team culture based on professional and respectful behavior • Display organizational values and conduct including honesty, integrity, respect, transparency, collaboration and initiative. • Engage in activities that promote positive organizational and workplace culture • Builds working partnerships with key stakeholders and services to improve client outcomes and access • Participate in community network building and practitioner meetings 	<ul style="list-style-type: none"> • Maintains a cohesive workplace • Evidence of regular team meetings, minutes and communication • Staff operate within guidelines for the provision of outreach support • Demonstrates and role models values and behaviours in accordance with organisational code of conduct • Maintains appropriate professional boundaries with colleagues, clients, services and volunteers
<p>Financial Accountabilities</p> <ul style="list-style-type: none"> • Ensure that Safe Futures Foundation financial delegations requirements are adhered 	<ul style="list-style-type: none"> • Staff are aware of delegations • Clients access Flexible Support Packages

<ul style="list-style-type: none"> • Ensure that all financial transactions are undertaken in line with approved Safe Futures Foundation policy and delegations • Provide timely, accurate receipts to meet all reporting and accountability requirements. • Assist staff to source financial assistance for clients as required, eg. via Flexible Support Packages 	
<p>Information Management</p> <ul style="list-style-type: none"> • Develop and maintain an intake monitoring and recording system tracking: referrals, length of stay, time between registering vacancy and referral/intake, appropriateness of referrals, reason for refusal if any, turnover of units, no of children on site, exit reasons • Monitor program performance and outcomes through collation and analysis of service data and implement changes to the operation of programs to enhance service delivery • Adhere to relevant record management systems and comply with relevant Privacy Legislation • Ensure Safe Futures staff maintain current and accurate computer records on SHIP • Ensure record keeping is in line with quality and accreditation standards • Undertake regular file audits and review standards and quality of case notes, assessments and plans 	<ul style="list-style-type: none"> • Audit process reveals staff compliance with ISO and DHHS accreditation standards
<p>Continuous Quality Improvement and Risk Management</p> <ul style="list-style-type: none"> • Promote the development and implementation of organizational policies, programs and standards, 	<ul style="list-style-type: none"> • Risks identified, documented and

<p>which ensure compliance with professional standards and relevant legislation.</p> <ul style="list-style-type: none"> • Review client focused and administrative systems in order to improve efficiency and effectiveness. • Consult immediately with the CEO and General Manager Service Delivery re all Major incidents and the General Manager Service Delivery re all non major incidents. • Ensure that service delivery staff meets minimum standards in line with ISO standards and the Department of Health and Human Services Standards. • Demonstrated commitment to quality and promote evaluation/reflection and continuous improvement in all areas • Promote the maintenance of a safe, secure and clean environment • Deliver efficient and high quality services in line with best practice • Facilitates the identification of risks to staff, client and visitors and ensures appropriate corrective action is implemented • Maintain and update knowledge of emergency plans, policy and procedures to maximise effectiveness in a crisis situation • Practice in accordance with child safety standards and reportable conduct guidelines 	<p>managed</p> <ul style="list-style-type: none"> • Accreditation achieved with evidence of continued improvement • Implement and adhere to SF OH&S policies, protocols and safe work procedures • 100% compliance with DHHS incident reporting guidelines • Ensure all hazard's, incidents and injuries are investigated and corrective actions implemented within the agreed timeframes • PDCA's are submitted to reflect quality improvement • Compliments to complaints ratios • Participates in internal supervision process
<p><i>Human Resource Management</i></p> <ul style="list-style-type: none"> • Participate in staff recruitment, including preparation of position descriptions, interviewing of potential staff, staff orientation, and staff development including the development of Key Performance Indicators • Ensure staff performance 	<ul style="list-style-type: none"> • Service Delivery staff Position Descriptions are reviewed and updated annually • Performance reviews are undertaken annually • No staff have more annual leave than the organisational policy stipulates

<p>management is undertaken and staff appraisals are completed annually</p> <ul style="list-style-type: none"> • Ensure that staff working hours, leave entitlements, Time in Lieu and participation in the on-call/recall roster is managed within organisational policy 	<ul style="list-style-type: none"> • Health well being of staff is measured by sick leave uptake
<p>Occupational Health and Safety</p> <ul style="list-style-type: none"> • Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor and actively participate in hazard elimination where required • Be responsible for monitoring and improving the safety performance of their work area by investigating incidents, identifying hazards, initiating actions and participating in the resolution of safety issues • Assistance in the maintenance of a clean, hazard free work environment • Follow workplace procedure for accident/incident reporting • Ensure effective implementation of all OH&S Management system policies and procedures, ensuring staff have adequate training to perform their job safely and new employees are effectively inducted to minimise safety risks within their area 	<ul style="list-style-type: none"> • Risks identified, documented and managed • Tickit is up to date with all reported incidence • WorkCover incidents are maintained within the industry benchmark.
<p>Other Duties</p> <ul style="list-style-type: none"> • Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer. 	

Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position

Immunisation

Maintain appropriate levels of immunisation in accordance with Safe Futures Foundation workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors

Mandatory

- Police check
- Working with Children's Check

Other Information

- Salary packaging is offered within prescribed guidelines
- All staff and volunteers must abide by a code of Conduct.

5. Key Selection Criteria/ Position Requirements

Qualifications	Essential A tertiary qualification in social work, psychology or related discipline at degree level. Desirable Experience working in the Family Violence sector
Previous Experience	Essential Microsoft office skills e.g. Word and excel Previous experience managing a team in a complex environment Demonstrated high level decision making skills Demonstrated high level communication skills Desirable Have previous experience managing a team delivering client services to women and children experiencing family violence or other case management services
Required Knowledge and Skills	Essential A current Victorian Drivers Licence Creates a culture of continuous learning and quality improvement Skills in delivering excellence in client services Ability to work collaboratively with staff, colleagues and key

	<p>stake holders</p> <p>Recognises and values the contribution of others</p> <p>Self motivated and ability to work independently</p> <p>Strong communication and written skills and the capacity to negotiate and build relationships with a range of professionals and services</p> <p>Case management experience and leadership in working with women and children with complex needs and risk issues</p> <p>Excellent risk identification and management skills</p> <p>Skilled in providing support, supervision, coaching and training for direct service delivery staff</p> <p>Exceptional organisational and time management skills and ability to prioritise in order to juggle competing tasks and meet tight deadlines</p> <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated ability to provide team leadership and lead a team delivering emergency crisis responses • A sound knowledge of the resources and services available in the community sector, with respect to family violence, crisis interventions, health, mental health, drug and alcohol, legal, income security, immigration policy, disability and education • A proven track record of leading a team working within a case management framework and demonstrated understanding of comprehensive risk assessment • Ability to work in a team environment with limited direction, with a high degree of responsibility and self management • Ability to dynamically represent Safe Futures Foundation with internal and external partners • Computer skills including the word processing and spreadsheet programs, and email at an advanced level • Strong organisational and administrative skills • Self-reliance and ability to work independently and flexibly within the policies and protocols • Commitment to the mission and values of Safe Futures Foundation • An awareness of the gendered nature of violence and the impact of family violence on women and their children • An awareness of the cultural and religious barriers faced by Indigenous, CALD and marginalized women when they experience family and domestic violence • Sensitivity to issues related to the provision of services in a community of high cultural and spiritual diversity • Knowledge of The Privacy Act • Knowledge of The Occupational Health and Safety Act
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Personal Attributes & Values	<ul style="list-style-type: none"> • The ability to complete tasks accurately and efficiently and is thorough in all aspects • Employs an ethical and professional approach to practice • Maintains clear and appropriate professional boundaries • Displays resilience and self care • Ability to think broadly and holistically in relation to family violence and interventions with women and children. • Solution focussed and able to motivate others • A commitment to promoting Safe Futures Foundation programs and services • An awareness and commitment to confidentiality
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By
August 2017	April 2018	CEO Deputy CEO General Manager Service Delivery

Employee Position Declaration

I have read and understood the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

Employee Signature_____

Print

Name_____Date_____
