



PO Box 12 Ringwood 3134
Telephone (03) 98770311

Position Description:

Team Leader Community Connect

1. General Information

Position title:	Team Leader – Community Connect
Department:	Client Services
Position Reports to:	General Manager Service Delivery
Classification:	SCHADS Level 7, \$44.13 - \$46.16 Plus 9.5% superannuation and access to salary packaging
Job status:	Full time – 37.5 hours per week
Location:	Croydon North
Legislative Compliance	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 (SFF) 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 is the largest provider of crisis accommodation in Victoria - which includes 19 crisis properties and nomination rights to 39 Transitional Houses. We employ intensive case managers and women's and children's advocates across 2 main sites in Melbourne's Eastern suburbs. We are funded by the Department of Health and Human Services and the generous support of donors.

The Foundation supports women and children through three key programs:

- Safe in the Community
- Community Connect &
- Intake and Emergency Accommodation Response

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

Our Vision

We strive to create a safe future where people are free from family violence.

Our Model

The Safe Futures model is premised on a "wrap around" process of service delivery. Safe Futures provides intensive, holistic and individualised care planning and case management. Wrap Around plans aim to develop problem solving and coping skills and self efficacy of Family Violence Survivors. Safe Futures wraparound Philosophy of care begins with the principle of "voice and choice" where self determination and the perspective and views of the family, including that of the child or young person must be given primary importance during all phases of service delivery. The wrap around approach places the individual and family at the centre and builds a support team around them to drive change. A strength based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of Family Violence. The response is premised on a triage approach with comprehensive assessment of safety and support needs, and direct responses and access to resources ranging from safety strategies and immediate necessities through to therapeutic, educational and wellbeing programs. Services are individualised, flexible, community based and culturally competent.

3. The Role

The Team Leader, Community Connect, has responsibility for leading the day to day operations of the Community Connect programs as well as being involved in and establishing operational procedures. The role is expected to meet a range of outcomes and deliverables which align with the Safe Futures Strategic Plan, and assist the organisation to achieve its business goals and build a strong and sustainable organisation.

The Team Leader Community Connect is responsible for the delivery of case management support to women and their children in crisis and transitional accommodation experiencing family and domestic violence, including management of referrals, risk assessment, safety plans, comprehensive needs assessments, case plans, exit plans, advocacy and referral to other relevant services.

The Team Leader Community Connect has responsibility to ensure that support to woman and their children experiencing Family Violence is delivered within a feminist framework.

4. Key Accountabilities

<i>Team Leadership</i>	<i>Measures/KPIs to be achieved</i>
• Support staff to deliver family violence services through best practice • Communicate and educate staff and external stakeholders regarding Safe Futures programs, policy and procedures • Promote an environment that empowers and motivates staff to achieve organisational and service delivery goals • Contribute to future development through monitoring day to day operational needs and be involved in service delivery development. • Ensure legislative compliance in relation to service delivery and support staff in meeting service targets • Capacity to assess, and make timely and appropriate decisions on the provision of information, options and resources with regard to individual situations and circumstances and the ability to proactively respond and take action. • Capacity to balance workload, determine priorities and meet deadlines • Ability to adapt well to change, and be able to manage stress appropriately • Provision of daily complex staff case management support and regular	• Achievement of DHHS targets • Minutes for meetings available within agreed timelines and actions completed • Compliance with program guidelines • Staff and client feedback reviewed to improve service delivery and client outcomes • Audits (internal and external) demonstrate compliance with service delivery policy and procedures and standards • Achievement of Key Performance Indicators • Use of Housing Establishment Funds (HEF) and client brokerage funds according to DHHS and Safe Futures guidelines. • Contributes to a strong engagement culture as evidenced by engagement surveys, retention and turnover rates • Maintains a cohesive workplace • Evidence of regular staff

individual staff supervision • Lead the decision making process as required on complex cases • Assisting workers with workload management • Participation in the back up on-call roster), and in some afterhours service provision as required. • Provide leadership and support to case management staff, ensure that they receive appropriate supervision and professional training and development opportunities • Develop and implement operational procedures as required • Monitor service delivery outcomes	supervision, staff appraisals and identification of professional development goals • Referral numbers are reviewed regularly and steps taken to ensure equity of access
Team Work and Communication • 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 • Lead and facilitate regular team meetings • Participate in and contribute all staff meetings and managers meetings • Ensure effective staff orientation for new case management staff so that they have the necessary information to effectively and safely undertake their roles and responsibilities	• Maintains a cohesive workplace • Evidence of regular team meetings and communication • Staff operate within guidelines for the provision of outreach support
Financial Accountabilities • Provide timely, accurate expenditure requests and receipts to meet all reporting and accountability requirements. • Assist staff to source financial assistance for clients as required, eg. via Flexible Support Packages	• Staff are aware of financial delegations • Clients access Flexible Support Packages and other funding options
Information Management • Adhere to relevant record management systems and comply with relevant Privacy Legislation • Ensure Safe Futures staff maintain	• Audit process reveals staff compliance with ISO and DHHS accreditation standards

current and accurate computer records on SHIP • Ensure record keeping is in line with quality and accreditation standards	
Continuous Quality Improvement and Risk Management • Review client focused and administrative systems in order to improve efficiency and effectiveness. • Consult immediately with the General Manager regarding major and non major category incidents as per critical incident management guidelines • 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	• Risks identified, documented and managed • 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 • Compliments to complaints ratios • Participates in internal supervision process • All major and non major Incident reports are completed meeting DHHS standards and guidelines
Human Resource Management • Participate in staff recruitment, interviewing of potential staff, staff orientation, and staff development • Ensure staff performance management is undertaken and staff appraisals are completed annually • Ensure that staff working hours, leave entitlements, Time in Lieu and participation in the on-call/recall roster is managed within organisational policy and budget	• Performance reviews are undertaken annually • No staff have more annual leave than the organisational policy stipulates • Health well being of staff is measured by sick leave uptake
Occupational Health and Safety • 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	• Risks identified, documented and managed • Tickit is up to date with all reported incidence

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.	
Other Duties • 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

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

5. Key Selection Criteria/ Position Requirements

Qualifications	Essential • Bachelor of Social Work or Behavioural Science/Psychology or equivalent • Relevant certification applicable to service delivery or case management
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Previous Experience	Essential • Microsoft office skills eg. Word and excel • Previous experience leading a team in a complex environment • Demonstrated senior decision making skills • Demonstrated high level communication skills Desirable • Have previous experience leading 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 • Recognises and values the contribution of others • Self motivated Desirable • Previous Team Leader experience • Strong communication and written skills and the capacity to negotiate and communicate with a range of professionals and individuals • Demonstrated ability to provide leadership to a team delivering a range of services • 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 • Demonstrated ability to work independently and be autonomous where necessary • 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 partnerships, working collaboratively with others • Computer skills including the word processing and spreadsheet programs, and email at an advanced level • Strong organisational and administrative skills, including oral and written skills • Self-reliance and ability to work independently and innovatively within the policies and protocols of Safe

	Futures Foundation • 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
Personal Attributes & Values	• The ability to complete tasks accurately and efficiently • Sound organisational and time management skills. • A commitment to promoting Safe Futures Foundation programs and services • An awareness and commitment to confidentiality

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: _____