

# Job Description

Team Leader or Specialist

ac.care  
Opportunities for life ... for country people

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**Job Title:** Regional Manager Family Services

**Department:** Family Services

**Award:** Social Community Home Care & Disability Services Award

**Classification Level:** 6

**Reports To (Title):** Senior Manager Family Services

**Direct Reports:** Yes

## About ac.care

At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships.

ac.care is a non-government organisation (NGO) and everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

ac.care is a *Child Safe Organisation* and provides an environment where the safety of children and young people is our highest priority as well as providing culturally appropriate services.

## About the Job

ac.care aims to provide children and their families with the very best services possible, using therapeutic practices and skilled staff within a collaborative environment. The Regional Manager Family Services plays a critical leadership role in the delivery of these services. The role is responsible for leading a team of practitioners to achieve positive family and contractual outcomes, whilst adhering to relevant legislative and organisational requirements. The Regional Manager will have the opportunity to positively impact and continuously improve services. This includes support to try contemporary, evidenced based ideas and innovative solutions that are within scope of the program. The Regional Manager will oversee supervision to practitioners in the Family Services Team in their region and are responsible for ensuring that evidence-based interventions and best practice principles are being applied to improve the safety and well-being of vulnerable children through therapeutic intervention. They will complete internal and external reporting, basic financial management, and develop and maintain effective stakeholder relationships within and external to ac.care.

## Key Outcomes

### Job responsibilities

- Ensure effective development and implementation of systems and processes for strategic and operational program practices and initiatives while ensuring compliance with relevant funding

agreements, policies, procedures, and legislation. This may include attending meetings facilitated by CFSS and CAFFSA as required.

Compassion, Adaptability, Relationships, Excellence

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- Oversee contract management and maintain positive relationships with the funding body representatives.
- Work collaboratively with senior management to identify, manage and implement funding agreement KPI's.
- Manage program records and data collection, providing analysis, advice and reports on program performance and relevant issues to assist in future planning and continual improvement.
- Work within the relevant quality and risk frameworks and guidelines in accordance with relevant standards.
- Assist, develop and implement frameworks, policies, guidelines, grant applications and other resources that deliver business outcomes for ac.care
- Oversee culturally responsive, trauma-responsive, strengths-based, child-focused and client-centred case management and therapeutic intervention to families experiencing complex situations.
- Provide regular quality supervision to practitioners in allocated region, to an accepted standard for human service professionals
- Support team members in allocated region compiling comprehensive assessments, planning and delivery of services that are based on the needs of children.
- Coordinate clinical audits in conjunction with the other Regional Manager Family Services and contribute to the needs assessment of the family services training, including being the lead liaison for compliance with the current therapeutic model in use.
- Contribute to the development and maintenance of escalation & safeguarding procedures.

## Work Health and Safety responsibilities

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and incidents and identifies risk controls where appropriate.

## Organisational responsibilities

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment.
- Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical Conduct and record keeping within legislative requirements.
- Maintains a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect and support for Aboriginal and Torres Strait Islander people.
- Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and action.



## Key Relationships

- Works collaboratively with ac.care executives, senior managers, program managers, staff and volunteers.
- Develops and maintains positive relationships with ac.care partners, other Non-Government Organisations (NGO) and local community businesses.
- SA and Commonwealth Government Departments, e.g. Department of Human Services, Department of Health, Department for Child Protection and other government departments as required.

## Special Conditions

- ☒ Hold a current Provisional or 'Class C' or interstate equivalent driver's licence.
- ☒ Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:
  - ☒ Working with Children Check
  - ☒ National Police Check
  - ☐ Psychological Suitability Assessment
  - ☐ Medical or Functional Assessment
- ☐ Hold or working towards the following Membership/Accreditation/Qualification: Nil
- ☒ Out of hours work may be required from time to time.
- ☐ Client transportation required and/or client visitation outside of the office required.
- ☒ Intra and interstate travel may be required.

## Key Selection Criteria

### Essential

- Tertiary degree in Social Work, Social Welfare, Human Services, management or Psychology with a minimum of 3 years' experience and/or other related formal qualification with substantial relevant experience (7 years or more), attained through previous appointments.
- Demonstrated experience in monitoring and evaluating program service delivery within a quality assurance framework, to drive continual improvement and achieve contractual and organisational requirements.
- Demonstrated experience in managing a program at a State level, including experience in project management, administration, monitoring and evaluation.
- Demonstrated knowledge of relevant national standards, legislation, regulations, theories and framework models including child development, attachment theory, family violence, trauma, separation, grief and loss, change theories and family systems theory.
- Demonstrated experience in Management disciplines, including; strategic and business planning, risk management, human resources, finance, performance management, funding agreements, tendering and information management.



- Highly developed written, and verbal communication and negotiation skills, (including the ability to resolve conflict and solve complex problems) with a range of people, including service users, families and other key stakeholders.
- Demonstrated experience working within a cross functional environment (multiple service delivery programs at multiple sites) to achieve client focused outcomes, and organisational strategic objectives.

## Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Australian Association of Social Workers Membership Accreditation.
- Demonstrated use of self-reflective practices that build understanding of how personal experiences shape values, beliefs and responses to children, families and colleagues.

## Competencies

The following is derived from the ac.care Workforce Competency Framework which outlines the desired competencies and behaviours ac.care wants demonstrated by its leaders, teams, staff, and volunteers.



### Team Leader Specialist

Competency	Behavioural Indicators
<b>Shapes strategic thinking</b>	<ul style="list-style-type: none"><li>• Awareness of sector developments and trends to inform ac.care strategy, services and decisions</li><li>• Contribute to the development and achievement of strategic and business planning</li></ul>
<b>Achieves results</b>	<ul style="list-style-type: none"><li>• Identify and organise resources required to accomplish team work plans within realistic timeframes</li><li>• Evaluate teams and individuals in relation to clear performance objectives and make objective assessments of team and individual strengths and development needs</li></ul>
<b>Drives business excellence</b>	<ul style="list-style-type: none"><li>• Evaluate, investigate, and analyse systems, processes and information to find solutions and drive continuous improvement</li><li>• Encourage others to try new things, take risks, and challenge the status quo by letting go of routine and questioning the way things have always been done</li></ul>
<b>Leading self and others</b>	<ul style="list-style-type: none"><li>• Champion change initiatives and motivate others to accept and adapt to new requirements or ways of working by being enthusiastic and energetic</li></ul>



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	<ul style="list-style-type: none"><li>• Accept criticism of own ideas and respond in a thoughtful and considered way</li><li>• Address performance shortfalls quickly, fairly and openly providing constructive feedback</li></ul>
<b>Builds relationships and engages others</b>	<ul style="list-style-type: none"><li>• Foster teamwork, celebrating and recognising cooperative and collaborative behaviour</li><li>• Leverage diverse views and perspectives to develop new approaches to delivery of outcomes</li><li>• Manage formal and informal professional relationships to achieve ac.care strategy</li></ul>

## EMPLOYEE ACCEPTANCE

I  acknowledge that I have read, understood, and agree to the job description.

Date:  Signature:

