

# Job Description

Team Member



**Job Title:** Team Leader Residential Care Services

**Department:** Out of Home Care Services

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

**Classification Level:** 4

**Reports To (Title):** Regional Manager Residential Care Services

**Direct Reports:** Yes

## About our Organisation

ac.care is a non-government organisation (NGO) that encourages excellence, improvement, and growth at both an organisational and individual level.

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.

## About the Job

As the Team Leader Residential Care Services your role is also to provide direction and support to rostered staff working in a community based emergency accommodation house for children/young people. You are to ensure the quality of care, rights and safety of children and young people are protected within duty of care requirements while longer-term care arrangements are developed. You will work pro-actively and responsively to provide practical support.

## Key Outcomes

### Job responsibilities

- Provide debriefing and regular supervision to team members.
- Role modelling and encouraging staff to maintain standards of excellence in service delivery and to develop innovative responses to complex problems.
- Induct and support house staff to provide therapeutic care, guidance, support and supervision of children/young people.
- Consultation and communication with colleagues within ac.care and Department of Child Protection and across other programs areas within ac.care to ensure high quality and consistent practice.
- Monitor and actively address the physical and psychological safety of the residential environment and staff, including maintaining licenses.
- Responsible for any financial needs of the clients and houses.
- Maintaining and statistics and providing reports as required.

### 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

Compassion, Adaptability, Relationships, Excellence

Initial: \_\_\_\_\_

Date: \_\_\_\_\_

Page 1 of 5



# Job Description

Team Member

- Facilitate all team meetings
  - Contributing to the evaluation and assessment of programs, services and processes and recommending strategies for innovation and improvement.
  - Assessing and responding to the individual needs of young people in care (in particular any cultural considerations).
  - Modelling appropriate behaviors and therapeutic responses with children.
  - Promoting, encouraging and ensuring positive relationships with peers, carers, parents, family members, significant others and the community.
  - Providing opportunities for young people to experience success and realise their potential.
  - Being responsible for developing and reviewing a care plan and growth action plan for each child in care by ascertaining information from children/young people about their health, education, family and cultural background and their understanding of their situation and considering a child/young person's personal opinions and wishes in decisions that affect his or her life.
  - Encouraging and advocating for children/young people's across all domains.
  - Oversight of assets and property maintenance in consultation with the Manager.
  - Monitor, report and in appropriate circumstances co-ordinate maintenance of furniture, domestic appliances, office equipment, vehicle(s) and the House.
  - Administer and oversee purchasing for children and household requirements.
  - Participate and at times, facilitate meetings, training and development courses relevant to the service.
- 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 actions.

## 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.



# Job Description

Team Member

## 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 SA drivers' licence 'Class C' or interstate equivalent
- 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
- ☒ 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

- Degree in an appropriate Human Services discipline; or less formal qualifications with specialized skills, substantial relevant experience, expertise and competence attained through previous appointments.
- Proven experience in the leadership, effective management, debriefing and supervision of staff and resolving conflict.
- Proven experience in discussing, developing, evaluating and participating in programs/projects for children/young people on an individual or group basis.
- Proven ability to relate positively to children/young people and to work with them to achieve change and quality outcomes.
- Proven ability to provide therapeutic care for children/young people
- Proven ability to communicate effectively both verbally and in writing with clients and their families, community groups and staff in other agencies and willingness to use appropriate computer technology where necessary.
- Proven ability to work under pressure, organise priorities, meet deadlines, analyse problems, formulate suitable solutions in a team setting, motivate staff and delegate responsibilities.
- Knowledge of crisis intervention theories and strategies including diffusion, negotiation and mediation.
- Understanding of child and adolescent development, childhood trauma and issues facing children and young people who require care and protection.
- Proven experience in case management.



# Job Description

Team Member



## 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.
  - Currently studying or completed a recognised tertiary qualification in any of the following :- Social Work, Youth work, Education, Community Services, Behavioural Sciences.
  - Therapeutic Crisis Intervention
  - Certificate 4 in Training and Evaluation
- 

Compassion, Adaptability, Relationships, Excellence

Initial: \_\_\_\_\_  
Date: \_\_\_\_\_

Page 4 of 5



# Job Description

Team Member

## Competencies



### Team Member

Competency	Behavioural Indicators
<b>Shapes strategic thinking</b>	<ul style="list-style-type: none"><li>Align own work activities to ac.care strategic goals</li><li>Demonstrate responsibility for achieving results and agreed targets</li></ul>
<b>Achieves results</b>	<ul style="list-style-type: none"><li>Be productive, prioritise work through effective planning, monitoring and time management</li><li>Identify causes for lack of success, which may or may not involve yourself, and take action to ensure future success</li><li>Participate in team decision making and achievement of outcomes</li></ul>
<b>Drives business excellence</b>	<ul style="list-style-type: none"><li>Listen, ask questions, make suggestions and raise challenging issues and seek alternative ways of working</li><li>Support new system improvement initiatives and technologies</li></ul>
<b>Leading self and others</b>	<ul style="list-style-type: none"><li>Exercise situational leadership through sharing ideas and actions that drive improvements</li><li>Share skills, knowledge and encourage others to learn</li><li>Consider how your actions and interpersonal style and words may impact others</li></ul>
<b>Builds relationships and engages others</b>	<ul style="list-style-type: none"><li>Collaborate with others to achieve shared outcomes, shared ideas, approaches or insights</li><li>Listen, be open to the inputs of stakeholders, individual viewpoints, opinions, experiences, values and beliefs</li></ul>

## EMPLOYEE ACCEPTANCE

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

Date:  Signature:

