

# Job Description

Team Leader or Specialist

Published 8/11/2023

**Job Title:** Regional Manager Foster Care Services

**Department:** Out of Home Care Services

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

**Classification Level:** 6

**Reports To (Title):** Senior Manager Foster Care Services

**Direct Reports:** 5

## 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

The Regional Manager will provide supervision to home based care staff and take primary responsibility for the delivery of the Foster Care services provided by the relevant team, including contract compliance, program performance and continuous quality improvement.

## Key Responsibilities

### Job responsibilities

- Take primary responsibility for the delivery of the home based care services provided by the relevant team, including contract compliance, program performance and continuous quality improvement
- In conjunction with the Manager and other relevant people, contribute to the successful development and implementation of the research, development and continuous improvement of the Foster Care program
- In conjunction with the Manager, be actively involved in identifying deficits in the service system and assisting in strategies to address them
- Participate in appropriate regional area state-wide and other forums to promote ac.care (specifically Foster Care) and contribute to policy development
- Ensure that intake, case allocation, review and backup processes and systems are in place to maintain a high level of responsiveness and a quality service
- Ensure that the Intake system is working effectively; that referrals are responded to in a timely manner and that appropriate placements are made utilizing the ac.care matching process
- Assist in the monitoring of a high standard of case management practice for all clients of the Foster Care program, ensuring the completion of individual placement plans, monitoring and review mechanisms compliant with the Standards of Alternative Care and the CYPS Act 2017



- Ensure that the appropriate staff attend and participate in relevant Care Team Meetings, Care and Placement Planning meetings and TAC meetings when required
- Ensure that assessments and reports are accurate, of a high standard and provided in a reasonable time frame
- Ensure that systems and processes are in place for appropriate monitoring of clients identified as “high risk or complexity”, including overseeing the development of “crisis management plans” where appropriate
- In accordance with ac.care policy and DCP requirements, co-ordinate the appropriate response and ensure appropriate follow up of serious incidents for staff, carers and clients
- Promptly identify and address issues where the delivery of service or the performance of a staff member or volunteer caregiver does not meet standards expected by ac.care and or the funding body and report same to the Manager of Foster Care Services
- Identify key stakeholders in the region (including DCP, Aboriginal Communities and Services, CAMHS, Drug and Alcohol services, Education and Community Service organisations) and ensure that constructive relationships are developed and maintained
- In conjunction with the Manager and other relevant people, assist with tasks associated with the recruitment, induction and ongoing training of volunteer caregivers with an overall aim of ensuring the program has an adequate pool of appropriately trained and assessed carers to meet the needs of all children requiring home based care
- Ensure that volunteer caregivers are receiving supervision, support and development according to their needs
- Facilitate regular staff meetings to ensure inclusive and collaborative work practices
- Initiate and respond to team building

activities and opportunities

- Ensure all staff understand the complexities of out of home carer (with specific focus on trauma and attachment) and what is expected of them as a Placement Support Worker. This includes the capacity for assertive outreach, effective liaison with case managers, and effective care team participation
- Assist with the management of any serious incidents, co-ordinate the appropriate response and ensure appropriate follow up

### **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, volunteers and clients.
- 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
- 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

## About You

### Essential

- A degree in an appropriate human services discipline (eg Social Work, Child Development, Human Services, Social Sciences, Psychology) or substantial progress achieved towards completion of this qualification
- Knowledge of child development, attachment theory and the impact of trauma on children
- Leadership and / or management experience
- Understanding of supervision and its role in human services and ability to provide this to staff
- Experience working in family and community services
- Experience engaging and working collaboratively with stakeholders
- Understanding and knowledge of best practice interventions, theories and strategies when working with families including therapeutic approaches



- Experience working with families with multi-faceted and complex situations
- Knowledge of relevant legislation including child protection and family law
- Willingness to review procedures and work practices to fulfill contractual and organizational requirements
- Initiative, reliability and motivation with the ability to work under pressure and to meet deadlines while maintaining high professional standards
- Understanding of Work Health and Safety and Equal Opportunity Legislation
- Understanding of Aboriginal, multicultural and social justice issues

## 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.
- Experience working within a quality assurance framework
- Previous experience supervising staff and leading teams  
Previous experience in providing case management services to clients in Out of Home Care or Child Protection

## 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:

