

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: TEAM MANAGER - STRONG FAMILIES

Name:	
Position number:	5600
Award/Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Social and Community Services Employee - Level 7
Site:	Kangaroo Flat however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	76.0 hours per fortnight
Tenure:	Ongoing
Position description developed:	February 2019
Responsible to:	Director - Children Youth and Family Support Services

PO Box 1121
Bendigo Central
Victoria 3552

Central Site:
Ph: (03) 5448 1600
Fax: (03) 5441 4200

Eaglehawk Site:
Ph: (03) 5434 4300
Fax: (03) 5441 4200

Kangaroo Flat:
Ph: (03) 5430 0500
Fax: (03) 5441 4200

**Elmore Primary
Health:**
Ph: (03) 5432 6001
Fax: (03) 5432 6101

Our Vision

Better Health and wellbeing across generations.

Our Mission

Working hand in hand with our community to achieve healthier lives.

Our Values

- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic health care as a basic human right.
- **Integrity**
We are authentic, accountable and we honour our obligations.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.

Position Role

The position of Team Manager Strong Families provides an opportunity for a suitably qualified and experienced person to manage a large Family Services team alongside smaller complimentary programs. Along with team management and oversight the role also involves the delivery of relevant direct consumer care.

It is anticipated that the specific management of this role will not exceed a 0.5 EFT time allocation. As such, the incumbent will deliver substantial direct service provision within the allocated programs

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contributing to targets as dictated by funding bodies. Consumer care will surround supporting the staff and vulnerable and disadvantaged children and families with complex needs and circumstances.

Position Responsibilities

The responsibilities of the position are:

- Manage and supervise teams to ensure effective consumer outcomes, engaged staff and achievements of activity and budget targets.
- Manage the accountability and reporting processes for the teams (internally and externally) inclusive of work plan key performance indicators (KPIs).
- Provide direct care services to consumers (contributing to program targets), including to children or families with complex needs and situations, as determined by the incumbent's scope of practice.
- Providing informal and formal clinical supervision and support to a large multidisciplinary team.
- Practice in a consumer-centred and collaborative manner to ensure service responses that are integrated, directed toward client goals and in alignment with the Best Interest Case Practice Model.
- Support the Director Children Youth and Family Support Services in the maintenance of effective relationships and collaborations.
- Support the Director Children Youth and Family Support Services to further develop and maintain a high service profile and reputation.
- Propose and implement quality improvements for efficiency and effectiveness of programs and improved consumer experience.
- Prepare clear, concise and well-organised written documents and oral presentations as required.
- Represent the team as negotiated with the Director Children Youth and Family Support Services and support effective engagement with the North Central Victorian Family Services Alliance, including attendance at Operations meetings as well as Communities for Children meetings.
- Liaise with Community Based Child Protection and Child FIRST and manage intake, referral and allocation within a responsive demand management and prioritisation framework.
- Facilitate a positive team culture that reflects BCHS' values and supports effective communication and resolution of conflicts.

The Role of the Team

The Family Services (FS) team provides a range of support services for families including outreach support, referral to appropriate services, group work, and educational programs to parents and carers and the broader community. Family Services staff help families to identify goals which will assist families and children to reach their potential. Many of the families referred to the Family Services team have had, or are involved with the statutory system, which mean managing risk, advocating for children, and navigating the service system are all important functions of the team.

The overall outcomes for Communities for Children Supported Playgroup (C4C SPG) are:

- Families function well in nurturing and safe environments.
- Children and families have the knowledge and skills for life and learning.
- Families, including children, especially those who are vulnerable or disadvantaged benefit from better social inclusion and reduced disadvantage.
- Organisations provide integrated services and work in collaboration with other services and the community.
- Services focus on vulnerable and disadvantaged families and children.

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The focus of the C4C SPG project is:

- Increase the number of supported playgroups in Greater Bendigo through supporting agencies to develop and maintain supported playgroups for vulnerable children and families.
- Maintain current supported playgroups delivered by Bendigo Community Health Services and Baptcare.
- Support the establishment of an evidence base for the model through liaising with our C4C partners, Australian Institute of Family Services and Department of Social Services.

Key Selection Criteria

Essential

1. Tertiary qualifications in a relevant discipline and successful experience in managing a program and/or interdisciplinary teams.
2. Demonstrated understanding of the issues which impact vulnerable families in our community, including a substantial knowledge around trauma, attachment and child development.
3. Demonstrated skills and experience in working with families where children are at risk, as a direct service provider, as well as a comprehensive understanding of the service system and referral pathways for families.
4. Demonstrated experience providing clinical supervision and support in the human services sector, with a clear understanding of the purpose of this support for teams.
5. Demonstrated knowledge and experience of consumer centred practice and the importance of consultation/collaboration, methods for co-production/co-design which aligns with the Best Interest Case Practice Model.
6. A sound knowledge of the relevant legislation, regulations, standards and competencies related to the team/s and the practice/services they provide including recent reforms and royal commissions.
7. Demonstrated capacity to supervise teams including the management of:
 - Attendance/staffing and approval of leave
 - Performance (as per agreed KPI's and funding requirements)
 - Targets and timelines
 - Ability to oversee and guide team budgets and expenditure
8. Excellent interpersonal skills and sound written and verbal communication skills, as demonstrated by preparation of timely, accurate and well-organised documents and understanding of privacy legislation and confidentiality requirements.
9. Competent IT skills - word processing, financial management, email and internet.
10. Ability to use local data to identify trends and issues and propose responses.
11. Demonstrated understanding of diversity, inclusiveness and health equity as a human rights issue and how such issues might present in these teams.
12. Demonstrated commitment to continuous improvement, learning and innovation.
13. Maintain a positive team culture which embraces innovation and learning.
14. A current Working with Children Check.

Desirable

1. Sound knowledge of the protective factors and contributors in relation to health inequality and vulnerability as well as the social determinants of health.
2. Knowledge of TRAK and IRIS as reporting and Consumer Management System software.
3. Demonstrated ability to be innovative, flexible and responsive to short and long-term issues.
4. Demonstrated experience and/or skills in project management.

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Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Relevant KPI's will be set upon appointment and reviewed periodically.
- Demonstrate improvements in business processes that support quality service delivery and financial outcomes.
- Show evidence of positive and productive team and individual management.

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- Demonstrate the ability to develop quality partnerships with key internal and external consumers and stakeholders.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

Other Essential Requirements

Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

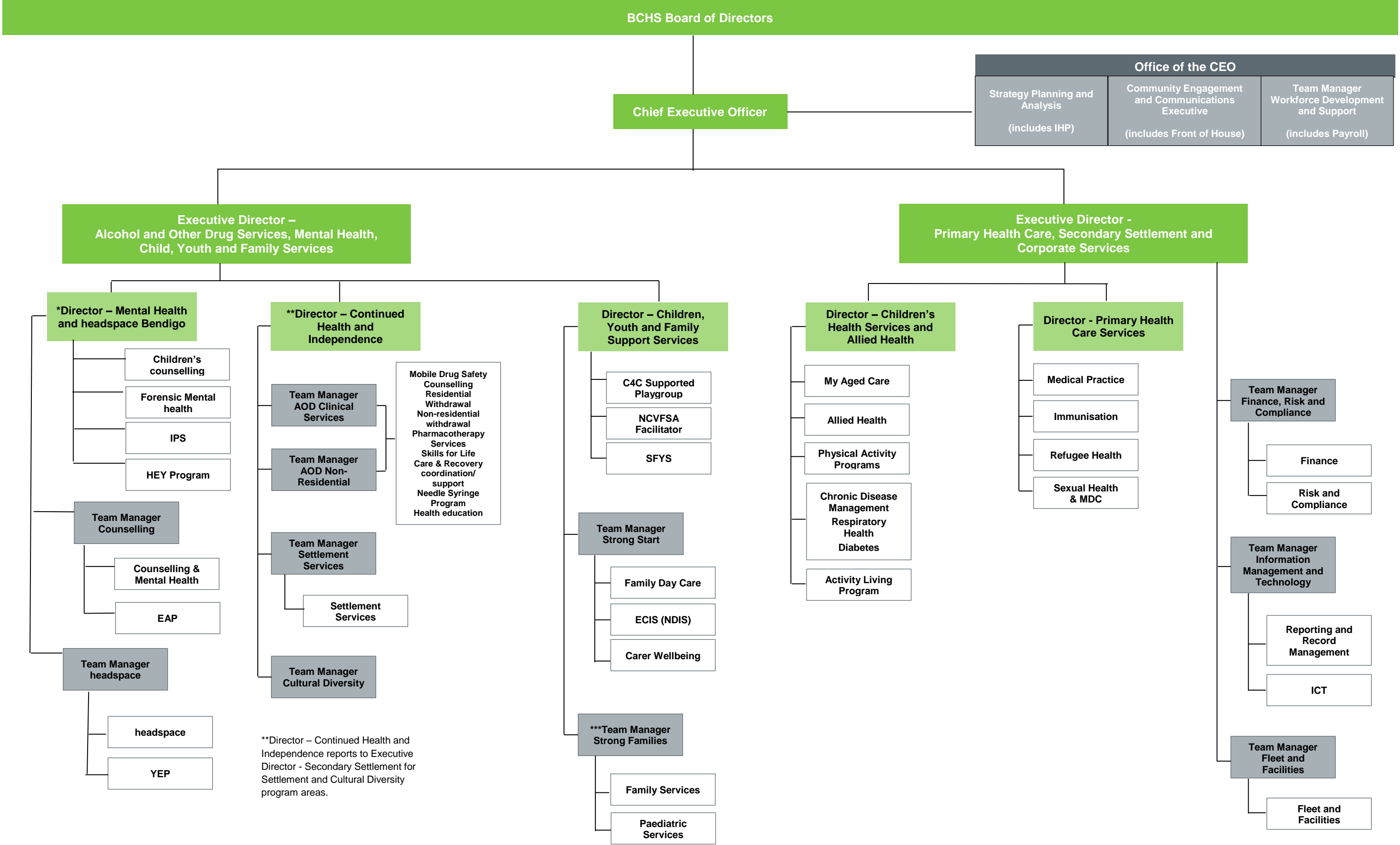
Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Peter Richardson
Executive Director

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Agreed: Team Manager - Strong Families



* We are lead agency for headspace Bendigo

***Team Manager Strong Families reports to Director – Children’s Health Services and Allied Health for Paediatric Services.