

Department of Health & Human Services

Position Description

Team Manager (Streetwork Outreach Service/ Central After Hours Assessment and Bail Placement Service)

In the context of a whole of community approach, Child Protection Practitioners have a specific statutory role in protecting children and young people from harm and promoting their rights and healthy development.

Are you

- Committed to working with children, young people and families?
- Able to effectively engage to provide families with the optimum capacity for change?
- Continually improving your skills and knowledge to further develop your professional practice?

This role involves compulsory shift work across all days and shift cycles and includes shift penalties and additional leave entitlements. Overtime is also a requirement of this position.

Title	Team Manager (Streetwork Outreach Service/ Central After Hours Assessment and Bail Placement Service)
Classification	CPP 5
Team, unit	Streetwork Outreach Service/ Central After Hours Assessment and Bail Placement Service
Branch/area/region Division	Child Protection
Work location	Various (metropolitan and rural location across Victoria)
Position number	DHHS/CPP5/TM
Employment type	Ongoing. Full-time (76 hours per fortnight)
Salary range	Value range 2: \$101,937 - \$111,619 plus superannuation
Position reports to	Practice Manager (Streetwork Outreach Service/ Central After Hours Assessment and Bail Placement Service)
Further information	Email childprotectionjobs@dhhs.vic.gov.au

Organisational environment

The department develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability.



Our vision is to support and enhance the wellbeing of all Victorians. We aspire to be an organisation where everyone is committed to achieving our vision and demonstrates our values in all that they do.

- We are respectful
- We have integrity
- We collaborate
- We care for people, families and communities
- We are accountable
- We are innovative

The department is committed to the safety of its clients. The department takes a zero tolerance approach to abuse, including child abuse and abuse of people with disability.

Departmental employees are required to comply with all legal requirements including the Child Safe Standards to keep children safe from harm and abuse.

Purpose and accountability

Purpose

The Central After Hours Services are located within the Eastern Metropolitan Region and provides a range of After Hours Services within the program area of Children, Youth and Families. Services operating from the Central After Hours Services include:

- The After Hours Child Protection Emergency Service (AHCPEs) is a state wide service that responds to new child protection reports and contacts regarding existing child protection clients made to Department of Health & Human Services out of business hours. The AHCPEs also incorporates an after hours placement function for children and young people requiring out of home placement.
- The Streetwork Outreach Service (SOS) and Central After Hours and Bail Placement Service (CAHABPS) operates as an integrated after hours service providing assertive street based outreach to young people at risk of harm and exploitation in St Kilda and the Central Business District; and a response for young people at risk of being remanded due to their criminal activity, undertaking assessments in relation to bail placement suitability and facilitation of bail placement.

The Child Protection Team Manager (SOS/CAHABPS) is responsible for effective service delivery managing resources and budget, cases awaiting regional allocation and small teams of practitioners. The Team Manager has the formal delegation to endorse case plans and will work collaboratively with the Senior Child Protection Practitioner to strengthen case practice, provide effective service delivery and to support other practitioners. Shift work and overtime are a compulsory component of this position.

Accountabilities

Operating at value range 1, you will:

1. Effectively manage and provide leadership to a team of child protection practitioners by:
 - (a) modelling behaviours integral to departmental values
 - (b) modelling behaviours integral to effective people management
 - (c) providing supervision and performance management
 - (d) leading and supporting individuals to achieve their potential while maximising their contribution to achieve their goals and outcomes
 - (e) providing employees with relevant information and access to safe systems of work.
2. Provide quality, timely and effective case practice and case management services within an established child protection service delivery framework.
3. Exercise a wide range of authorities and legal delegations pursuant to the Children, Youth and Families Act 2005 and other specific delegations and functions including adherence to relevant Department of Health & Human Services practice standards.
4. Manage the day to day delivery of services to clients outside of business hours, cases awaiting area allocation and allocation of cases to the team.
5. Undertake bail placement, advice and facilitation for young people in police custody.
6. Establish and maintain effective working relationships, ongoing communication and successful negotiations with all key stakeholders both internal and external.
7. Implement, monitor and evaluate short and long-term intervention strategies for both Child Protection and Youth Justice clients; endorse case plans and review assessments and recommendations made by others.
8. Provide authoritative advice and opinion to professionals in other disciplines; lead or participate in case conferences, including family decision making and case-planning meetings, with other professionals.
9. Monitor and review key performance indicators to ensure effective service delivery with a focus on continual improvement
10. Contribute to strategic business planning including budget and decision-making processes.
11. Maintain approvals, delegations and allocations within the Client Relationship Information System (CRIS) in accordance with departmental guidelines and privacy principles and ensure compliance for all recording, analysis and review of client information by yourself and practitioners reporting to you.
12. Prepare documentation, present information and make recommendations to the Children's Court of Victoria and other relevant courts and tribunal processes on decisions and actions in the best interests of the child.
13. Use a range of IT/web-based applications to manage workflow and approvals in accordance with departmental guidelines and privacy principles.
14. Facilitate the placement requirements of Department of Health & Human Services Child Protection clients after hours.
15. Be clear about accountability and responsibility for decisions and involve partners in joint problem solving, whilst monitoring the impact this approach has on the desired outcome.
16. Represent Child Protection at forums, conferences, discussions and meetings.
17. Participate actively in supervision and professional development opportunities.
18. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.

19. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
20. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department's ability to deliver, or facilitate the delivery of, effective support and services.

Operating at value range 2, you will perform all the above together with increasing involvement to:

21. Identify issues and trends, using a range of IT/web-based applications to monitor quality assurance, program outcomes and budgets in accordance with departmental guidelines and privacy principles.
22. Develop, propose and apply solutions, new ideas and methods in more complex case plans with a view to promoting continuous improvement in professional practice and the achievement of Child Protection objectives and sustainable outcomes for children and families.
23. Provide a leadership role in contributing to service development.

Selection criteria

Knowledge and skills

1. People Management: Clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates development of team at an advanced level.
2. Organisational Awareness: Understands issues and pressures to which the organisation has to respond. Understands the reasons behind the organisational climate and culture.
3. Expert knowledge of the Department of Human Services and child protection program goals, values, principles, standards and role within the broader child protection system.
4. Expert knowledge and ability to embed in practice, the core responsibilities and principles underpinning the Children Youth and Families Act 2005 and the Child Wellbeing Act 2005.
5. Expert knowledge of the legislative, policy and practice requirements relating to Aboriginal children, families and community and ability to apply to case practice and decision-making.
6. Expert knowledge of the legislative, policy and practice requirements relating to Youth Justice clients and ability to apply expert advice to case practice and decision making.
7. Expert understanding and skill in applying the best interests case practice model in undertaking assessments, decision-making, planning and interventions to respond to a child's safety and development.
8. Apply theoretical frameworks and refer to research and literature to inform case practice and decision-making at an advanced level.
9. Experience in delivering results that focuses on the best interests of the child and achieves positive, long lasting outcomes for children and families at an advanced level.
10. An ability to lead and inspire others to help them focus on what really matters and to strengthen their professional ability.
11. Self-management: invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

Personal qualities

12. Managing Oneself: Experience in managing and caring for self to maintain resilience and support when working within a challenging operating environment.

13. **Teamwork:** Cooperates and works well with others in the pursuit of team goals. Collaborates and shares information. Shows consideration, concern and respect for others' feelings and ideas. Accommodates and works well with the different working styles of others. Encourages resolution of conflict within group.
14. **Initiative and Accountability:** Proactive and self-starting. Seizes opportunities and acts upon them. Takes responsibility for own actions
15. **Integrity:** Committed to the public interest. Operates in a manner that is consistent with the organisations code of conduct. Inspires trust by treating all individuals fairly.

Safety screening

- All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration and Border Protection website (www.immi.gov.au) and search under 'Character and Police Certificate Requirements – How do I obtain a police certificate?'
- Safety screening will include checking whether your name is on the Disability Worker Exclusion List (DWEL) maintained by the Disability Worker Exclusion Scheme Unit (DWESU). The DWEL includes names of persons unsuitable for employment as a disability support worker in a disability residential service provided, funded or registered by the Department of Health & Human Services.

Qualifications

Mandatory

- A recognised Social Work degree or a similar welfare or behavioural related degree which includes:
 - (f) a primary focus on child development, human behaviour, family dynamics and/or impacts of trauma; and preferably
 - (g) a practical component such as counselling or case work practice

or

- A recognised Diploma of Community Services Work, or similar qualification which is studied over a minimum of two academic years of full-time study (or part time equivalent) and includes:
 - (a) a primary focus on child development, human behaviour, family dynamics and/or impacts of trauma
 - (b) supervised fieldwork placements (ideally completed within the child and family welfare sector) and at least one unit of study in case management, case work practice or counselling

and

- A valid driver's licence.
- A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.

Desirable

- Relevant experience

Conditions and benefits

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees* 2007 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of the Department of Health & Human Services can enjoy a range of generous Victorian Government employment benefits. These include attractive salaries, flexible leave arrangements and training and development opportunities. Please see www.careers.vic.gov.au/why/benefits-conditions

The department promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on DiversityInclusion@dhhs.vic.gov.au.

How and where to apply

The Department of Health & Human Services prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.

- Online – existing staff: click through to the job opportunities page from the department’s intranet homepage.
- Online – external applicants: visit the job search page at <http://www.dhs.vic.gov.au/childprotectionjobs>
- Paper copy – all applicants: complete a Hard Copy Application for Employment form available via the links above or the contact for further information noted on page 1 of this document. Paper applications should quote the job reference number on the outside of the envelope and be posted to: Recruitment Officer, Department of Health & Human Services, Level 5, 50 Lonsdale Street, Melbourne VIC 3000.
- If you are unable to apply online or having difficulties accessing the information online, email childprotectionjobs@dhhs.vic.gov.au for assistance.

Other relevant information

For other important information about the recruitment process, please read the department’s Information for applicants page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants or request a copy from the contact for further information listed under the ‘Position details’ section of this document.