

POSITION DESCRIPTION

POSITION TITLE	Team Leader - CYFS Case Management		
POSITION OVERVIEW	Oversee the management of the Child, Youth and Family (CYF) Case Management Service. This will include providing support and supervision to Case Managers, ensuring performance outcomes are being met, work closely with the Youth Engagement Team Leader and Network Coordinator to identify operational and strategic opportunities within the service and implement continuous improvement strategies.		
CLASSIFICATION	WCS Level 7	SERVICE LINE AREA	Children Youth & Family, CYFS
EMPLOYMENT TYPE	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
EMPLOYMENT STATUS	<input type="checkbox"/> FULL TIME <input checked="" type="checkbox"/> PART TIME		HOURS PER WEEK 30.4 hours
LOCATION	26 Corinna Street Phillip ACT 2606		
IMMEDIATE MANAGER	Manager, Child Youth and Family		
INDUSTRIAL AGREEMENT	Woden Community Service Inc - Caring for Our People, Building Our Capability to Serve, Enterprise Agreement 2021-2023.		

REPORTING RELATIONSHIPS

NO OF DIRECT REPORTS	3	NO OF INDIRECT REPORTS	nil
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KEY RELATIONSHIPS

INTERNAL	All WCS employees
EXTERNAL	Various government and non-government agencies, Service users

KEY ACCOUNTABILITIES

- Maintain up to date knowledge of issues faced by families, information, resources and relevant services. Research good practice initiatives.
- Provide supervision, debriefing and support to team members and ensure access to appropriate training and awareness of the service and issues to enable them to undertake their role, including team members from partner services.
- Ensure ongoing improvement of the knowledge and skills of support workers through training and supervision
- Manage the operation, administration and service delivery of the CYFS Case Management service.
- Provide flexible and responsive case management and case work support based on service user need, advocacy, role modelling, assistance with understanding and completing documentation and any other activities which will assist people towards developing productive life skills and making positive choices.
- Encourage service users to be involved in various aspects of planning, organising, promoting and achieving their goals.
- Actively seek feedback from service users to ensure that the service is meeting their needs.
- Ensure that service users have access to, and are given, any relevant information they may require to assist them to navigate options and supports available to them within the community.

- Make appropriate referrals to alternate services where requested and provide support, through introductions.
- Develop and maintain service and community networks with services across the Child, Youth and Family Service System and any other organisations linked with disadvantaged and vulnerable people.
- Work effectively in partnership with others to support the outcomes of the service.
- Promote the service to relevant stakeholders, including service providers
- Implement evaluation and review mechanisms to identify service priorities and deliver program outcomes
- Maintain accurate case notes and other relevant information and data and participate in reporting processes.
- Ensure delivery of contracted outputs
- Provide a welcoming and professional environment for families, suppliers and team members through the provision of consistent high quality customer service.
- Provide regular communication of service user's feedback and information to the relevant team members.
- Contribute to the ongoing evaluation of service delivery by providing feedback to the Service Area/Business Unit managers. Engage in the evaluation of performance with your immediate manager and actively seek opportunities to develop professionally and personally.
- Actively participate in staff/team meetings, organisational activities and various community events.
- Engage in the ongoing improvement of own knowledge and skills through training and reflective practice. Take responsibility to work in accordance with workplace health and safety guidelines and follow the Policies and Procedures of the organisation.
- Participate in ongoing quality improvement of the service area.
- Apply workplace Diversity and Equity principles at all times.
- Models WCS Purpose, Code of Conduct, Values and behaviours.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> ▪ Relevant tertiary qualifications in Social Work, Community Development, program management or other related field, and/or relevant experience. Leadership experience, including supervision of staff is desirable. ▪ Extensive skills, knowledge and experience in working with children, young people and their families through case work, case management and outreach. ▪ Experience in staff supervision and performance management and the ability to lead a team. ▪ Excellent interpersonal skills and highly developed written and oral communication skills, including computer skills and experience in writing reports, client records and use of a database. ▪ Extensive skills and experience in program management, including evaluation. ▪ Demonstrated ability to establish and maintain service networks, make and receive referrals and work collaboratively with others. ▪ Demonstrated ability to work effectively and collaboratively in a holistic team ▪ Reliable, punctual and mature attitude to work, including the ability to effectively manage own workload and commitment to continuing professional development.
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	<ul style="list-style-type: none"> A thorough and comprehensive understanding of the importance of personal and professional boundaries, ethical behaviour, policies and procedures.
Desirable	
Other	<ul style="list-style-type: none"> Current Working with Vulnerable People card. Demonstrate commitment to the Purpose and Values of Woden Community Service.

Document History	Original: 2016	Revised: December 2022	Version: v4
Employee's signature		DATE	

See next page for [Capability Framework](#) details

CAPABILITY FRAMEWORK

CORE REQUIREMENTS	BEHAVIOURAL INDICATORS
Sector and organisation purpose and values	A comprehensive understanding of the philosophy and rationale for human rights based approaches. Understands the individual and community context. Understands various environments in which the organisation operates, e.g. social, financial, and political. Comprehensive understanding of the vision, mission, values of the organisation and the supports and services provided. Demonstrates behaviour consistent with the values. Working knowledge of the strategy and objectives of the organisation and the financial imperatives under which it operates. A broad knowledge of related organisations.
Leadership and teamwork	Develops plans and schedules for projects and/or service offerings. Sets objectives, shares information and may recommend budgets. May provide operational supervision and build and coach a team. Ensures projects and/or service offerings meet delivery expectations/agreements. Provides day-to-day professional advice and support to other professionals. Consults on issues associated with the success of projects/services.
Communication	Uses varied communication techniques across all levels internally and externally to engender positive engaging relationships. Works consistently within necessary limits to manage relationships constructively and consistently, exercising judgement. Understands the positions of others. Exercises a range of effective influencing skills. Uses a broad network of contacts to resolve functional issues. Works to resolve conflicts in the first instance within role and functional limits; refers where appropriate.
Customer relationships	Using complex/specialist/ advanced professional skills and experience, takes responsibility and effectively deals with complex customer relationship needs and expectations. Advises on the more complex customer relationship protocols and complaint mechanisms. May personally handle complex, sensitive or serious matters. Effectively utilises complex stakeholder relationships. Provides advanced professional level advice and assistance in respect to changes to approach.
Personal accountability	Assists with the management of the alignment of major changes in practices, methods and procedures with major changes in legislation, quality standards, organisation strategies and policies. Participates in the development and review of relevant policies and practices. Ensures health, safety and wellbeing and financial and general accountability for individuals and teams. Markets and promotes organisation service offerings with very complex or strategically significant stakeholders.
Innovation	Fosters innovation in the team and organisation. Develops and implements creative new service models. Sets up and coordinates working parties or teams on operational issues/problems/opportunities. Ensures organisation compatibility of solutions. Conducts/supports investigation of specific current and emerging trends and applicability to strategic organisation requirements. Manages resource allocation, risk, and prioritisation of significant changes to organisation requirements.

Experience and qualifications	A relevant tertiary qualification plus significant and substantial experience in a discipline. May have post graduate qualifications in a related specialist area. Good knowledge of discipline standards required by legislation and professional bodies.
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FUNCTIONAL REQUIREMENTS	BEHAVIOURS INDICATORS
Person centred knowledge and application	Identifies and acts on opportunities for improvement of policies and practices to reflect and enhance person centred approaches. Using specialist/advanced professional understanding of the principles of person centred approaches, develops recommendations and implements solutions on the more complex and sensitive issues. Identifies resource needs and assesses approaches for obtaining person centred resources and expertise. Provides advanced practice level advice and assistance on person centred practices.
Service Delivery	Provides professional services in circumstances requiring effective coordination of complex issues. Is consulted by other professionals on complex matters. Undertakes formal professional practice supervision, including for off-site team members. Provides day-to-day professional advice and assistance and collaborates with professionals in other disciplines as required. Deals with complex technical/professional issues with relevant organisations. Manages less common and/or more complex referral issues. Ensures complaint mechanisms are understood by staff and accessible for people, their families and advocates.
Service outcomes, development and evaluation	Ensures effective service outcome evaluation, service development and delivery agreements are met. Sets objectives, plans and schedules and outcome evaluation methods for new or revised service offerings. Monitors progress and takes corrective action. Plans and implements relevant staff training and development to support delivery. Advises on/reviews the feasibility of disability service offerings/supports.
Participation and Inclusion	Based on a Service User's goals and aspirations, arranges very complex participation and inclusion support and services, in close cooperation with other service professionals. Establishes and utilises relationships to achieve access and integration, and addresses barriers to participation. Develops and implements complex life learning support, services and training based on individual goals and choices. Maintains regular communication with families, carers and service providers. Supports individuals with problem solving and decision making and assessing progress.
Community Engagement and Education	Arranges and coordinates effective community engagement and education programs, including appropriate needs analyses. Maintains & evaluates effectiveness of partnerships. Maintains relationships with government agencies, community organisations, media, and support groups or businesses.
Reporting, documentation and administration	Ensures reporting, documentation and administrative tasks, including billing and service records, are handled appropriately across the portfolio of services/programs. Makes use of available technology and systems and implements new systems. Advises managers and professionals on the preparation and use of reports, case documentation and other administrative requirements. Ensures the preparation of service level targets and budgets for recommendation.