

Position Description

Position Title:	Team Leader, Transitional Services and Better Futures Intake and Response
Position Classification:	Level 6. Pay point dependent on qualifications and experience.
Award and employment conditions:	<ul style="list-style-type: none">○ Social, Community Home Care and Disability Services Industry Award 2010;○ Salary sacrifice up to 30% of gross salary is available.○ Leave loading of 17.5% applies○ Portable Long Service Leave contributions
Position details:	<ul style="list-style-type: none">○ 30.40 hours per week<ul style="list-style-type: none">○ 15.2 hours Team Leader role○ 15.2 hours Better Futures Intake & Assessment <p>Position is funded by the Department of Families, Fairness and Housing</p>
Primary work location:	Wangaratta or Benalla
Accountability:	Transitional Services Manager
Date:	April 2024

Our vision:

Strengthening generations to create sustainable communities

NESAY's Child Safe Standard Statement:

NESAY is committed to promoting and enabling all children and young people to feel safe, have their voices heard, be empowered and have their diversity valued and respected.

At NESAY we do not tolerate any form of child abuse and take all allegations of child abuse seriously and we will respond to any concerns of abuse in an informed manner.

Strategic goals and objectives:

Our 10 year vision is:

"To be the best provider of transitional services for young people in Australia and Internationally"

Our strategic plan goals (2021-2024) are:

- Be bold: We won't just think it – we will do it! We will take action to create opportunities for young people to be heard and thrive
- Be inclusive: We will support our communities to be able to respond and show their care for young people
- Be leaders: We will be active and courageous leader. We will step to the front and create pathways for young people and their families

Our Values

- Inclusion
- Respect
- Integrity
- Innovation
- Accountability

Practice Philosophy

NESAY provides a safe and welcoming place for young people and their families to engage with the support they need. Our team uses a strength based and trauma informed approach that is person centred and underpinned by the principles of social justice.

NESAY as an organisation:

- We are an incorporated association primarily funded through agreements with Victorian and Commonwealth Departments and their agents
- We are governed by a community elected Board of Governance.
- NESAY is an independent organisation. We have no structural links with churches, institutions, or governments.
- We provide a range of services for young people and their families across the Ovens Murray region that are aimed at supporting young people experiencing homelessness, family breakdown/violence, mental health and wellbeing, and those needing support to engage at school, develop independent living skills.
- NESAY's home is in Wangaratta. We provide regular service delivery to other communities in our region
- We have a service model that enables flexible workplace arrangements to meet the needs of the people accessing services, the community, and our team
- All NESAY team members are required to be committed to continuous improvement activities, comply with legislative requirements, and adhere to our code of conduct

General responsibilities of position (Team Leader)

- Provide task supervision, direction, and support for your team members
 - Support the Transitional Services Community Services Manager with tasks as required
 - To promote a safe and positive work culture and ethic and an environment in which Q&A processes, staff learning and development is encouraged and practiced at all levels
 - Provide support to team to enable compliance and notify the Manager of any concerns of breaches or potential breaches.
 - Support teams understanding agency policies, procedures, protocols and guidelines and assist in the development of policy and procedures as required
 - With the Manager, sort referrals and complete intakes in a timely manner and where appropriate, refer to other organisations
- When required, act in a higher duties' role when the Transitional Services Community Services Manager is on leave

General responsibilities of position (Better Futures)

- o Maintain a small case load and provide interim response
- o To provide support and assistance to the young person as per program funding guidelines
- o In conjunction with the Team Leader/Manager, to implement and regularly review individual case plans.
- o Assist current NESAY young person where possible in the absence of their own case practitioner or appropriate personnel
- o To participate and undertake research projects as required
- o Maintain file notes and young person records as per agency policy. Record young person's data as per program guidelines
- o Undertake any compulsory training outlined
- o To provide a prompt follow up from intake assessment and coordinated response to referral received.
- o Ensure that young person's confidentiality and privacy are maintained at all times.
- o To develop and build positive relationships/networks with stakeholders and service providers

Team responsibilities:

- o To work as part of a multi-disciplinary team, liaising with and referring to other team members and NESAY programs as required.
- o To actively participate in staff, team meetings and other agency activities as required.
- o To participate in policy development and quality assurance activities as required.
- o To represent NESAY in local and regional service network meetings.
- o And any other duties appropriate to the program as directed by the Team Leader or Community Services Manager.

External Liaison

- o Key stakeholder agencies
- o Education & Training Institutions.
- o Local Government agencies
- o Other relevant agencies and community/health service providers.

Key Selection Criteria

- o Hold an appropriate tertiary qualification in social work, or related social science.
- o Demonstrated a high level of communication skills, including written (including case notes), verbal and negotiation.
- o Demonstrated understanding of the importance of confidentiality, client privacy and security
- o Proven experience in developing/maintaining good teamwork and fostering a positive working environment.
- o Ability to optimise organisational resources and to determine priorities.
- o High level of computer literacy
- o Current Victorian Driver's license

All appointments are subject to the successful candidate undergoing a satisfactory National Police check clearance/s and holding a valid Victorian Working with Children's Check. Please note, it is the responsibility of the individual to organise an International Police Check, if they have resided overseas for twelve months or more in the last ten years.

Acceptance

I acknowledge receipt of, and accept the responsibilities outlined in the Better Futures Case Practitioner Position Description.

Team Leader, Transitional Services and Better Futures Intake and Response's Name:

Signed:

Date: ___ / ___ / ___

Transitional Services Community Services Manager's Name:

Signed:

Date: ___ / ___ / ___