



POSITION DESCRIPTION

Position Title:	Team Leader Family Services
Classification Level:	Health Professionals & Support Services Award 2010
Date of Approval:	October 2019

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

The Mulungu Aboriginal Corporation Primary Health Care Service (Mulungu) aims to improve outcomes for Aboriginal and Torres Strait Islander people leading to life changing primary health care. Our service is an Aboriginal Community Controlled Organisation working to improve health outcomes and wellbeing for Aboriginal and Torres Strait Islander people.

Mulungu has three tiers Health Services, Family Services and Corporate Services which deliver appropriate services under the one banner but work in cohesion to deliver outcomes for our community in which we serve.

The position is located within Mulungu Aboriginal Corporation Primary Health Care Service's Family Services Team, and provides leadership and effective coordination for the portfolio of family services offered by the organisation. These services aim to improve outcomes for Aboriginal and Torres Strait Islander children by improving access to culturally appropriate parenting and family support, integrated early childhood education and care, and child and maternal health services.

2. Purpose of the Position

The Team Leader Family Services is responsible for assisting the Chief Executive Officer to deliver high quality, culturally appropriate family and community services to meet the community's needs.

The purpose of the position is to provide leadership and effective coordination for the various family support services offered by the organisation.

3. Scope of the Position

The position of Team Leader Family Services will deliver across six work areas:

1. Client Services – ensuring fit for purpose,
2. Leadership – including day to day management and support of staff,
3. Reporting – both internal and external,
4. Quality System compliance,
5. Stakeholder engagement

Maintaining professional and ethical conduct adhering to Mulungu’s policies and procedures, including but not limited to human resources, workplace health and safety, and antidiscrimination as applied in the work environment.

The position is responsible, with the Chief Executive Officer, for the day to day management of the various family services.

4. Organisational Structure and Reporting Relationships

The position reports to the Chief Executive Officer

5. Duties and Responsibilities

Duties and responsibilities across the six work areas are as follows.

1. Client Services

- **Oversee adherence to professional standards of practice, with emphasis on maintaining a non-judgmental attitude, confidentiality and client dignity within an evidence-based framework**
- **Work with Family Services staff to meet service delivery plans and organisational goals in accordance with the Mulungu Strategic Plan**
- **Work with Family Services staff to review relevant policies, procedures, documents and flowcharts are that they are compliant**
- **Work with Family Services staff to continue development of strategies for maintaining efficient and effective use of resources**

2. Leadership

- **Establish, promote and model positive and supportive relationships with staff and clients**
- **Ensure staff maintain professional standards of practice in the delivery of safe client care within an evidence-based framework**
- **Foster a productive Mulungu team environment, including working with staff to develop and maintain appropriate Key Performance Indicators**
- **Provide leadership and support for Family Services staff.**
- **Demonstrate commitment to, and participate in, ongoing professional development of self and others, encouraging and supporting staff to gain professional qualifications**

3. Reporting

- **Ensure familiarity with Mulungu funded Service Agreements, and monitor compliance with Mulungu’s contractual arrangements**
- **Meet reporting deliverables to ensure contractual and organisational compliance – quantitative and qualitative data presented monthly, meeting contractual reporting deadlines and in response to CEO request**
- **Undertake regular auditing of Mulungu’s Client Support Services Databases, ensuring**

timely production of information for monthly and contractual reporting deadlines

4. Quality System

- Participate in quality improvement processes for client and organisational outcomes
- Contribute to Mulungu auditing and documentation review processes, including relevant accreditation processes (HSQF//ISO) and other as identified

5. Networking

- Attend and document relevant internal and external meetings, with focus on building relationships to enhance client and organisational outcomes
- Maintain positive relationships with key stakeholders and Mulungu staff members working with Family Services teams
- Maintain particularly strong relationships with organisations partnering Mulungu in the delivery of family support services, and seek to further develop these relationships for the benefit of Aboriginal and Torres Strait Islander people

6. Family Services portfolio development

- Maintain detailed and up to date knowledge of the Queensland Government's current strategies for working with Aboriginal and Torres Strait Islander children and families in the child protection environment; *Families Investment Specification* (Child Safety) and the Strengthening Families / Protecting Children Framework for Practice
- Maintain up to date knowledge of the activities of the Queensland Family and Child Commission
- Maintain knowledge of the Queensland Child Protection Commission of Inquiry Report *Taking Responsibility: A Roadmap for Queensland Child Protection*, and the Queensland Government's ongoing response to this Report
- Maintain up to date knowledge of the activities of QATSICPP – Queensland Child Protection peak body, and SNAICC – national Child Care peak body

6. Key Performance Indicators (KPIs)

- Accurate reports delivered on time – monthly board reporting ,ensure contractual reporting deadlines are met , and on request of CEO
- Contractual obligations are met or exceeded – quarterly/six monthly
- Number of external organisations actively engaging with Mulungu in the development and delivery of appropriate family services

PART B: PERSON SPECIFICATIONS

1. Qualifications

- Tertiary qualification in Social Work, Community/Human Services or related field-min Diploma level
- Demonstrated experience in same or similar role-min 3 years

2. Skills, Knowledge and Abilities

- Knowledge of local Aboriginal and Torres Strait Islander culture and understanding of Indigenous history and cultural lifestyles
- Demonstrated ability to work within a cross-cultural environment
- Excellent communication (written and verbal), consultation, negotiation, leadership and coaching skills
 - ◇ Particularly, demonstrated ability to communicate effectively with Aboriginal and Torres Strait Islander people
- Knowledge and understanding of current evidence based practice frameworks for working with children and families, including Child Protection
- Knowledge and understanding of case management processes
- Previous experience in managing a multi-disciplinary team within a case management framework.
- Demonstrated problem solving, research, conceptual and analytical skills with demonstrated ability to develop practical and forward thinking operational plans and solutions
- Demonstrated organisational and time coordination skills, self-driven, results-oriented with a positive outlook and a clear focus on high quality service delivery and efficient marketing activity
- Knowledge of contemporary Human Resource Management and Workplace Health and Safety practices

3. Standards of Practice

- Demonstrated ability to maintain professional standards of practice in the delivery of safe client care
- Demonstrated understanding of working within an evidence-based framework
- Demonstrated understanding of current developments in child protection practices, particularly the Queensland Commission of Inquiry Report, and the Queensland Government's ongoing response and initiatives in this space
- Demonstrated commitment to ongoing professional development of self and others.

4. Mandatory Requirements

- Possession of a current 'C' Class Driver's Licence (Queensland)

- Must have a Working with Children Blue Card or proof of current application
- Must be willing to undergo an Australian Federal Police check

PART C: SELECTION CRITERIA

- SC 1 Tertiary qualification in Social Work, Community/Human Services or related fields. Minimum Diploma level.
- SC 2 Experience managing an array of teams and delivering against a set of KPIs.
- SC 3 Extensive knowledge and understanding of the nature and scope of family wellbeing issues impacting on Aboriginal & Torres Strait peoples.
- SC 4 Demonstrated interpersonal and communication skills and ability to manage and coordinate a multi-discipline team.
- SC 5 Demonstrated knowledge of current child and family services evidence based frameworks
- SC 6 Demonstrated knowledge of contemporary human resource management practices and Workplace Health and Safety

Mulungu Aboriginal Corporation Primary Health Care Service
Position Description: Team Leader – Family Services

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature _____ Date
(Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature _____ Date