



This package contains the following information to assist you with an application for:

## Team Leader – Child and Family Programs

1. General Conditions of Employment
2. Position Description
3. Selection Criteria

Applicants are requested to include the following in their application:

- (a) Cover letter stating which position/s you are applying for and what attracted you to that position.
- (b) Responses to Selection Criteria. Shortlisting for interview is based on your knowledge, skills and experience meeting the selection criteria. Applicants who do not address the Selection Criteria may not be interviewed.
- (c) Current Resume.
- (d) Referees. Please provide at least three (3) recent work related referees who we can contact.

Applications can be submitted by:

Email: [julie@csci.org.au](mailto:julie@csci.org.au)

In Person: 13-17 Donald Street, Innisfail QLD 4860

Post: Private & Confidential

Manager

Community Support Centre Innisfail

PO Box 886 INNISFAIL QLD 4860

**Applications close 4.00pm Wednesday 24<sup>th</sup> July 2019**

**Community Support Centre Innisfail Inc. (CSCI)** is a community based, not for profit, support organisation with a proud history of serving the local community for more than 40 years. CSCI delivers a range of quality services that work to enhance families' capacity to support the safety and well-being of all family members. We strive to create a rewarding and vibrant team environment with excellent work conditions. CSCI is an Equal Opportunity Employer and is committed to fair, merit-based recruitment selection processes.



## POSITION DESCRIPTION

### TEAM LEADER – CHILD & FAMILY PROGRAMS

#### PURPOSE

Community Support Centre Innisfail is funded to provide a continuum of Family Support Services including Family and Child Connect, Secondary Family Support, Child Trauma Counselling and Tertiary Family Support; that all aim to support families experiencing varying levels of complexity that impact on parenting, family life and children's well-being. There are 5 staff across these services that make up the Child & Family Programs Team.

The **Team Leader – Child & Family Programs** will provide support, oversight and management of the Cassowary Coast Family and Child Connect, Secondary Family Support, Child Trauma Counselling and Tertiary Family Support services to ensure accountable, quality service delivery.

#### ACCOUNTABILITY

To the Manager, Community Support Centre Innisfail.

#### SALARY AND CONDITIONS

##### Permanent Full Time

**HOURS:** 38 Hours per Week

**SALARY:** Level 5.1 SCHCDSI Award (\$41.45 /hr)  
+ Salary sacrificing benefits available

Time Off in Lieu (TOIL) arrangements apply for hours worked outside of nominated hours.

The position is based at the Community Support Centre Innisfail. A work vehicle will be provided for any travel required to meet organisational needs.

## **DUTIES**

Coordinate and support the day to day management of Child and Family Support services including client intake, assessment of eligibility and criticality of need; management of case allocation and capacity

Provide regular and ongoing professional practice and organisational supervision and support to Child and Family Support services staff, which is holistic and allows for reflection, growth and development. Provide performance management as required

Promote quality child centred, family focussed practice within the staff group and support practice that is family and culturally sensitive

Assist staff with complex assessments through consultation and alternative approaches

Ensure all assessments, interventions and support strategies are conducted to relevant standards and compliant with legislation, organisational policies, funding guidelines and culturally appropriate models

Assess and encourage professional development opportunities for staff

Identify service gaps and work to address these gaps

Ensure service specifications are met and manage output and outcome reporting and accountability requirements of the services

Develop and maintain positive relationships with other service providers, government departments and community agencies to provide effective services and ensure seamless referral and service responses for clients

Attend and participate in case consultations, stakeholder and sector alliance meetings as required

Maintain professional and ethical work practices, knowledge and skills and participate in professional development activities

Participate in regular supervision with the Manager or their delegate and attend staff and team meetings as required

Participate in the development of policy and procedures in collaboration with the Management team

Engage in and support the Management team in program planning, monitoring and evaluation and fulfil other tasks as reasonably directed by the CSCI Manager

## **SELECTION CRITERIA**

**Applicants who do not address the Selection Criteria may not be interviewed**

### **Essential Requirements**

- Degree qualifications in Human Services or related field
  - Minimum 5 years' experience working in the child, youth and families sector
  - Possession of an open driver's license
  - Possession of, or ability to acquire a 'Working with Children' Suitability card
1. Experience in working with families who have multiple and complex needs including a working knowledge of key child protection issues such as trauma, domestic violence and drug and alcohol misuse
  2. Knowledge of, and capacity to apply theories and frameworks of practice, within a child-centred, family-focussed service and using culturally safe approaches
  3. Demonstrated skills and ability to manage and support an effective human services team; including supervision, performance development and performance management
  4. Demonstrated skills in administrative management including accountability reporting, planning and review
  5. Demonstrated interpersonal and networking skills across a range of stakeholders including colleagues, managers and external services