



POSITION DESCRIPTION

September 2020

Position	Team Leader – Client And Residency Management (CARM)
Program Stream	Integrated Family Violence Services
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
Reports to	Manager – Housing, Performance and Workforce Development
EA 2017 Classification	Level 6
Located	Women's Health West, 317-319 Barkly Street, Footscray Vic 3011

Organisational Context

Women's Health West is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence, including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

The CARM team leader reports to the manager of housing, performance and workforce development and is a member of the leadership team at WHW. This position supervises the culturally and linguistically diverse (CALD) housing program case manager, Joan's Place refuge case managers, including the children's case manager, A Place to Call Home (APTCH) worker/s and an administration/data support position. The team leader is responsible for providing daily leadership, management and coordination of WHW's CARM programs, and for the planning, administration and monitoring of properties in line with DHHS requirements. This position is responsible for providing client-focused supervision and operational support to the CARM team to ensure the delivery of high quality family violence housing services. The position is also expected to develop and maintain productive and collaborative relationships with community and agency partners to contribute to positive client outcomes and enhance program delivery. The team leader plays a leadership role in ensuring collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

Key Result Areas and Responsibility

Coordinate the effective management and delivery of CARM programs including planning, implementation, monitoring and review of activities specified in the WHW integrated family violence services work plan.

- Contribute to the development, implementation, monitoring and review of the integrated family violence services work plan in relation to WHW CARM programs.
- Oversee the smooth running of WHW properties to ensure a safe, respectful and culturally appropriate environment for clients.
- Regularly monitor throughput of clients against targets (number of case managed clients, number of CALD housing services and number of APTCH clients).
- Contribute to the development and monitoring of the delivery of services to children, incorporating the children's rights framework, internal policies, current legislative requirements, and children's safety and wellbeing standards.
- Actively monitor performance standards to DHHS requirements to ensure that CARM team meet DHHS accreditation and compliance standards.
- Coordinate the ongoing accreditation of and quality improvements to WHW CARM programs through effective planning, administration and monitoring of properties in line with DHHS requirements.
- Contribute to the development and monitoring of CALD, Joan's Place and APTCH program expenditure in line with program goals and agreed targets, and ensure sound financial management so that all reporting obligations and budgetary goals are met, and sustainability and appropriate development of programs achieved.
- Ensure all staff in the CARM team maintain accurate case files, assessment documentation and case notes in a manner that will meet all auditing requirements of WHW, DHHS standards and legislative obligations.
- Ensure program data (SHIP, SHOR) is collected to inform program planning and to meet data recording requirements of the DHHS and the WHW board.
- Contribute to program continuous quality assurance processes and programs.
- Provide timely written staff and program status reports to the manager of housing, performance and workforce development where necessary or as required.
- Performance of other duties that are required that are within the range of the employee's skills, competency and training.

Provide supervision and effective human resource management for the CARM team, fostering a collaborative culture in line with organisational values, building workforce capability and undertaking succession planning for a sustainable organisation.

- Have responsibility for the recruitment and induction of staff in the CARM team.
- Engage in and provide regular supervision tailored to the needs of each team member to support their ability to deliver operational services and programs consistent with the goals and values of WHW.
- Facilitate regular team meetings to support the development of the team and their ability to provide efficient and effective operational services.
- Undertake annual performance development and action planning, and engage in regular reviews of team members to encourage development of responsive service delivery.
- Identify personal and professional development opportunities for team members arising from the annual appraisal process.
- Monitor leave entitlements, including sick leave, annual leave, flexitime and time in lieu of team members.
- Undertake a probationary review with each new team member and offer an exit interview to each exiting staff member in line with WHW policies.
- Ensure any concerns about staff performance and/or behaviour are dealt with in a timely manner, supporting staff to improve performance and/or resolve any concerns.
- Support and provide direction to team members responding to client critical incidents to ensure they are managed and document as per WHW policy and procedures and DHHS critical incident instructions.
- Ensure equitable and adequate staff workloads and timely service delivery.

- Participate in the afterhours consultation roster to provide afterhours staff with on-call telephone support and direction
- Role model respectful and professional behaviour within the work environment at all times displaying leadership, initiative, openness, honesty, genuineness and transparency.

Develop and maintain productive and collaborative relationships with key community and agency partners to contribute to positive client outcomes and enhanced program delivery.

- Proactively build and maintain positive relationships with agency partners, community organisations and individuals to enhance collaboration, strengthen referral pathways and improve service delivery.
- Identify, participate in and represent WHW aims and interests on key family violence networks and in relevant forums in a manner that strengthens WHW's profile and influence.
- Participate in community education and information provision to other service providers and networks as required.

Provide leadership to ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

- Play a leadership role in program, leadership and staff meetings and planning days.
- Support team contributions to the development and implementation of organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool.
- Build, lead and actively participate in cross-stream mechanisms including professional development, relevant committees and events, designed to facilitate links within and between the CARM program, the IFVS stream and the whole organisation, ensuring that collaboration is embedded in all aspects of WHW's operations.
- Lead by example and actively work to progress organisational continuous quality improvement and risk management frameworks.
- Lead and engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Selection Criteria

1. Qualifications in social work, community development or related discipline, and eligibility for AASW membership or other professional body.
2. Leadership experience in the area of family violence service provision with experience in managing CARM programs and services highly desirable.
3. A sound understanding of theory and practice as it relates to the provision of family violence services to women and children, including those from diverse communities.
4. Experience in program and service management, including development and monitoring of budgets.
5. Experience in developing effective and collaborative working relationships with external partners and agencies to improve service user and program outcomes.
6. Demonstrated commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
7. Demonstrated experience in supervising and leading teams for the successful achievement of program goals and tasks.
8. Well-developed interpersonal and communication skills that support the capacity to lead and develop staff and promote and represent WHW.
9. Good analytical and conceptual skills, including the ability to plan, implement and review services.
10. Well-developed report and submission writing skills.

11. Sound computer skills including use of data base applications.

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed **biennially** as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.
2. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve work health and safety.

FURTHER INFORMATION

If you have specific queries about this position please contact Women's Health West on 9689 9588.

To apply for this position, please send your written application addressing the key selection criteria marked 'Confidential' to the address below. Please include three nominated referees, including your most recent line manager.

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au