

POSITION	Team Leader – Child Contact Centre	STATUS	Part Time (0.6FTE) Initial location: Narre Warren
CURRENTLY REPORTS TO	Executive Manager Operations & Projects	DIRECT REPORTS	Headcount: 2-3 x Child Contact Centre Workers
BETTER PLACE AUSTRALIA			
<p>Better Place Australia (formerly FMC) has a vision of “An Australia where all people experience positive relationships, truly value each other and live safer, more confident lives”. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 25 locations in Victoria.</p>			
PURPOSE OF ROLE			
<p>Better Place Australia, via its Child Contact Centre (CCC), offer families an independent and neutral venue where supervised contact visits for children and young people of separated parents can occur in a safe, supportive and family friendly environment. The Child Contact Centre is also supported by the provision of a range of related parent/family support and education services.</p> <p>The primary focus of the CCC is the safety and well-being of children and young people. The program maintains a clear commitment to prioritising the needs and welfare of children and will actively intervene to ensure that the best interests of children are protected and promoted at all times. Services delivered by the CCC occur primarily over the weekend with some service delivery occurring during the week. The Team Leader will be responsible for the implementation and direct coordination of the CCC and will require some weekend work, currently on Saturdays. The role is also responsible for the management and ongoing development of the CCC primary and associated service offering.</p> <p>This position has a blend of both leadership/oversight and direct service provision responsibilities. Currently, this position reports directly to the Executive Manager – Operations & Projects and will serve as the direct reporting line to those staff who support CCC service delivery.</p>			
WORK PERFORMED			
<p>Program/Direct Service Responsibilities:</p> <ul style="list-style-type: none"> • Oversee initial development/implementation of the Better Place Australia Child Contact Centre (CCC) service offering • Coordinate the provision of the CCC service including quality intake and engagement, family assessments, case reviews, preparation of court and program reports, supervision and support of staff, cross program referrals and ongoing program development • Provide effective coordination and leadership of the CCC service ensuring quality service delivery which actively asserts the interests of children and assist parents to move to self-management in a timely manner where appropriate • Provide regular operational supervision to staff reporting to this position and actively participate in regular formal supervision with line manager • Maintain statistical data in compliance with funding and service agreements and agency reporting requirements and meet all other reporting requirements • Implement and monitor relevant policies and procedures and program service standards • Support and participate in the organisation’s continuous quality improvement process. 			

Community Liaison and Networking:

- Develop and maintain positive and effective links with key stakeholders including other fund CCC providers, Family and Relationship programs, post separation programs, Family Relationship Centre programs, legal service providers and other family referral services.
- Provide community education to the relevant professional communities, including, legal services, magistrates, and police and court registrars and strengthen community relationships and partnerships

Other:

- Other duties as assigned and which are consistent with the scope of the position.

REQUIRED KNOWLEDGE AND EXPERIENCE

- A tertiary qualification in Social Work, Psychology and/or related behavioural sciences degree or relevant experience
- Direct experience working with a service operating supervised contact visits for children and young people of separated parents
- Demonstrated experience and knowledge of child development, family violence and strength-based assessments
- Demonstrated experience and knowledge of working with children and families, particularly in the area of family conflict
- Demonstrated commitment to Child Safety Principles and evidence of active participation in activities and initiatives to ensure child safety and wellbeing
- Experience in the supervision of staff
- Experience developing and implementing work plans with a focus on achieving planned objectives, long term goals and ensuring sustainability of service activity
- Experience in the development of work practices that ensure compliance with relevant legislation and other relevant compliance requirements.
- Experience in the promotion and development of best practice models to focus team on client outcomes

PERSONAL COMPETENCY REQUIREMENTS

- Highly developed interpersonal skills and ability to build relationships and partnerships with internal and external stakeholders
- High quality written and verbal communication skills including the ability to produce high quality court reports and other correspondence
- Proven ability to identify service gaps including the development of innovative responses to new and emerging opportunities
- Proven ability to work well in a team including the ability to meet team objectives, work well under pressure and the ability to meet set deadlines
- Demonstrated ability to promote and implement effective change management processes and monitor outcomes
- Demonstrated ability to strengthen organisational culture through developing team and individual capacities/capabilities
- Demonstrated ability to lead projects ensuring timelines and budgets are met, and key goals are achieved
- Well developed computer literacy particularly in the use of the Microsoft Office suite
- Capacity to lead and review services in relation to changing political, economic, social and technological contexts
- Engage in activities to promote the development of a positive culture that reflects the vision and, values of the organisation consistent with the Better Place Australia Code of Conduct

OTHER

- Current Victorian motor vehicle driver's license
- Current satisfactory National Police check
- Working with Children Check (Victoria)

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Operational Staff
- Administration Coordinators
- Regional Service Managers
- Executive Manager Operations and Projects

External

- Clients and their family members
- Members of the Community
- Community and Government representatives and service providers.

GENERAL INFORMATION

Better Place Australia is a not for profit organisation and we provide services for all members of the community regardless of religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.