



TEAM LEADER – FAMILY VIOLENCE SERVICES POSITION DESCRIPTION

Job title	TEAM LEADER – FAMILY VIOLENCE SERVICES
Salary	Social, Community, Home Care and Disability Services Industry Award – Level (TBD)
Location	Mildura
Department	Family Violence Team
Report to:	Northern Mallee Client Services Manager
Award:	Social, Community, Home Care and Disability Services Award 2010
Job Summary	The Team Leader for Family Violence Services is responsible for the coordination of all family violence services including allocations and supporting case managers to adequately service plan for all allocated clients. This role will coordinate all staff and service delivery within the family violence crisis and case management team and ensure the seamless delivery of services to all clients accessing these services. The team leader will work closely with the Manager, Programs to ensure all service delivery and development is of a high quality and in line with the principles of continuous quality improvement and meets best practice, legislative and QIP guidelines.
Duties	<ul style="list-style-type: none"> • Develop, implement, and coordinate systems that support high quality, inclusive and flexible service delivery including client engagement, case planning, interventions, review, and referral or case closure. • Allocate cases according to individual case manager capacity and ability and ensure caseloads are reviewed weekly in order to appropriately manage this process. • Support case managers to engage with individuals, their families and health/community services to deliver integrated ‘evidence based’ client-directed and meaningful service to all clients. • Develop and implement effective work processes to ensure the delivery of high-quality program throughputs, outputs, and KPI’s. • Educate all case managers in the principals of person-centred recovery orientated practice, support and assistance for clients and their families. • Provide effective and individualised supervision to all family violence case management staff to ensure everyone is supported to manage their cases and caseloads. • Encourage positive relationships within the case management team through role modelling and mentorship. • Educate, encourage, and support staff to engage in learning and development and support systems that prevent vicarious trauma. • Work closely with Manager, Programs to identify skills gaps and embed learning and development strategies to upskill all staff to adequately prepare them for practice. • Review caseloads, including case plans and client records to ensure staff are practising to best practice standards and internal audit compliance and advise the Manager, Programs of service delivery gaps and solutions.
Responsibilities	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • High level interpersonal skills, and ability to connect with people and build trusting professional relationships. • A high degree of flexibility with a positive attitude • An ability to thrive in an innovative working environment and tolerance for ambiguity.



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	<ul style="list-style-type: none"> • Ability to demonstrate a high level of initiative and contribute meaningful ideas to a new service. • Ability to embrace complexity and think strategically. • Ability to work as part of a team and autonomously. • Demonstrated experience guiding practice and supporting complex decision making • Demonstrated experience working with internal and external stakeholders to identify areas of service development • Have knowledge and understanding of the Mallee community and health sector.
Key Selection Criteria	<ul style="list-style-type: none"> • Minimum Bachelor of Social Work and at least 2 years practicing in Family Violence or equivalent field. • High level understanding of legislation and practice standards. • Demonstrated ability to work as part of a team or autonomously. • Working With Children’s Check NSW & VIC • National Police Check • Current Driver’s licence • Mandatory COVID vaccination certificate or letter of exemption