



Human Resources
Wodonga
02 6043 7403



CENTRAL HUME SUPPORT SERVICES INC.
A0021668B
ABN 67 446 414 611

18 May 2011

Dear Applicant,

Re: Team Leader – Behavioural Pathways (Continued Care)

Thank you for your interest in the above position with CHSS! Enclosed please find the *Position Description* and *Reference Check* documents that you will require in order to apply for this role.

The Position Description is an important document with regards to your application as it outlines the key objectives and responsibilities of the role, as well as the conditions of employment. This will help you to identify the skills and attributes Central Hume Support Services is seeking for in this role.

The Position Description also contains information regarding how to apply and a list of selection criteria. It is very important that you address each of the selection criteria points in your application to demonstrate your suitability for the role you are applying for.

For further assistance with your application or information regarding the agency, we encourage you to utilise the number of documents available to you from CHSS' website –

<http://www.chss.net.au/Employment/PositionsVacant/tabid/106/Default.aspx>

Here you will find:

- General Information – regarding the application process
- Your Application – explaining how to address the selection criteria
- The story of CHSS
- Agency Information
- CHSS' Pre-Employment Police Check Policy

If there is anything further that CHSS can assist you with regarding your application then please do not hesitate to contact the organisation. Details are enclosed for this purpose within the Position Description – Application Procedures.

Yours sincerely,

Celestine Willmott

Recruitment Officer
Central Hume Support Services

**PO Box 377,
11 Chisholm St,
Wangaratta 3676**

**PO Box 1490,
14 Mint St,
Wodonga 3689**



CENTRAL HUME SUPPORT SERVICES INC.
ABN 67 446 414 611

POSITION DESCRIPTION

BEHAVIOUR PATHWAYS TEAM LEADER

Continued Care Services

May 2011

Central Hume Support Services (CHSS), operating since 1989, is an independent, not-for-profit Community Service Organisation providing high quality and innovative services to single adults, families, children and young people in the Eastern Hume Region of Victoria. Central Hume Support Services is a charitable organisation.

CHSS' Vision: Through partnerships, we build bridges to enable people to achieve their full potential.

CHSS' Values:

- **Potential of all people:** by acknowledging and respecting each other's differences and opinions and respecting clients' right to self determination
- **Integrity:** by promoting ethical practice; being professional in our dealings and being honest, trustworthy and reliable in our work
- **Excellence:** we are passionate about what we do and practice from the best interests of clients
- **Communities:** through nurturing and investing in quality relationships; pursuing collaborative approaches to effective practice and contributing to community education and awareness

The **Behaviour Pathways Team Leader** is a new initiative of CHSS that is responsible for the ongoing learning, development and support of staff within the Continued Care Program. This position sustains the overall priority of ensuring that all staff are able to support the youth with whom they work, from a trauma informed care perspective. This role will also ensure adherence to the therapeutic approach within all residential care facilities, making sure that all practices reflect the most current evidence based research. Therefore the Behaviour Pathways Team Leader position involves not only training and supporting staff on the model the Continued Care program uses, but also the direct management of behaviour planning and program development.

This role will be performed in co-operation with two other Continued Care Team Leaders, who are responsible for overseeing the daily operations of the following residential care facilities:

Continued Care Houses: The three High support Units, staffed 24 hours a day, 7 days a week, provide out-of-home care for a total of 11 adolescents in permanent placements (12 to 17 years,) who are under a protective order through the Department of Human Services (DHS). All residents receive intensive support through a multi-disciplinary team that is coordinated through case management services either within the agency (ICMS) or DHS.

Wodonga Youth Refuge: The Wodonga Youth Refuge, staffed 24 hours a day, 7 days a week, provides out-of-home care for 6 homeless adolescents between the ages of 15 and 19 years old, in a voluntary capacity. All residents receive multi-disciplinary support through case management services within the agency; the Youth Refuge Case Manager (Continued Care Services team) and other Case Managers within the Youth Support Program.

Wangaratta Contingency Unit: The Contingency Unit provides short term accommodation to adolescents aged 12-17 who are on child protective orders through the Department of Human Services. This unit exists to provide accommodation to adolescents between placements or when no other placements are available at the time.

POSITION OBJECTIVES:

1. Provide overarching support and hands on direction in relation to Trauma Informed Care and positive behaviour management processes for high risk youth across the Continued Care houses.
2. Establish and maintain a positive, trusting and supportive relationship with all residential staff.
3. Ensure that residential staff are supporting residents in achieving their Care & Placement Plan goals, providing assistance to staff as required in order to achieve this.
4. Research, develop and implement individual training programs according to identified needs regarding residential staff practices.
5. Facilitate an induction program for all new the Continued Care staff members
6. Provide coaching and support to other Team Leaders and staff as required, in relation to the Continued Care model.
7. Role model appropriate and acceptable behaviour for residents and staff at all times.

ORGANISATIONAL CONTEXT / RELATIONSHIP:

The position of Team Leader reports directly to the Continued Care Manager.

Internal Liaison:

- CEO
- Client Services Manager
- Continued Care Services Manager
- The other Continued Care Team Leaders
- Specialist Adolescent Services Manager
- Specialist Adolescent Services Team Leaders
- Intensive Case Management Service Case Managers
- Youth Refuge Case Manager
- Other staff members and Managers
- Service Users

External Liaison:

- Local, State & Federal Government Departments
- Community Groups
- Education and Training Providers
- Statutory Authorities
- General Public

KEY RESPONSIBILITIES:

Service Delivery:

- In consultation with the Continued Care Services Manager, identify and support the development of skills and capabilities of all Continued Care staff.
- Coordinate the delivery of a 5 day induction program for all new Continued Care staff; including the delivery of Therapeutic Crisis Intervention (TCI) training.
- Develop and facilitate a training calendar for Continued Care staff with particular focus on:
 1. Full day TCI refresher training
 2. Self harm training
 3. Incident report writing training
 4. Delivering supervision training and updates
- Develop and implement self paced learning packages for the Continued Care staff.
- Offer and provide specialist coaching sessions to Continued Care staff.
- Contribute to the care and appropriate supervision of the young people in the units by supporting and directing staff in relation to these matters.
- In conjunction with other CHSS staff, take responsibility for assisting staff with accepting and creating a safe and therapeutic environment, in which the specific developmental needs of each resident can be met.
- Ensure that TCI is adhered to by staff at all times, and that processes are in place to support ongoing adherence to this approach.
- Ensure the Looking After Children (LAC) framework and procedures are implemented and utilised in relation to the care of residents.
- Ensure Program documents and SOP's are adhered to by Continued Care staff at all times.
- Implement and facilitate a behaviour management/planning section within Continued Care staff meetings.
- Work collaboratively with service providers in the development and implementation of relevant, individual, goal orientated plans and programs for the residents, with focus upon being a representative for the Continued Care program at care team and Best Interest Plan (BIPS) meetings.

Program Management:

- Assist with ensuring unit compliance with DHS Minimum Standards and Outcome Objectives for Residential Care Services in Victoria, as well as Fire Safety Standards and Occupational Health Safety requirements.
- Manage the client behaviour program within all residential care facilities.
- Ensure that the program documentation and program standard operational procedures are maintained by continued presence in the residential care facilities.
- Audit therapeutic program compliance on a quartley basis, across all residential facilities.

The Organisation:

- Understand and implement Central Hume Support Services' aims and objectives through competent work practices.
- Comply with Central Hume Support Services' policies and procedures, and with funding guidelines.
- Follow Occupational Health and Safety standards, guidelines and practices. Participate in the identification of potential and actual hazards and managing risks.
- Take responsibility for input into the day-to-day operations of the organisation.
- Provide feedback on the organisations' policies.
- Maintain the organisation's ideological framework of a strength-based work practice.

- Contribute to team building principles.
- Individually contribute to ensure effective communication occurs within the organisation.
- Participate in the organisation's after-hours on-call Duty Manager roster as per organisation policy – after 3 months of employment with the agency.

Administration:

- Maintain administrative requirements of the program, including record keeping (eg, client services information, communication book, confidential client files, and level system), reports and data collection processes.
- Adhere to the established protocols that exist between Central Hume Support Services and other service providers.
- Participate in internal and external service evaluations.
- Collate incident report data, and summarise and provide this to the Continued Care Manager as required.

Other:

- Actively participate in regular supervision and bi-annual performance reviews with the Continued Care Services Manager.
- Identify and undertake training and professional development with direction from the Continued Care Services Manager.
- Participate in relevant meetings as directed.
- Other duties as required by the organisation.

SELECTION CRITERIA:

1. A relevant tertiary qualification such as a degree in Social Work and/or proven experience in a related position.
2. The capacity to be able to provide leadership, direction, support and facilitate change with a larger number of staff, both permanent and casual.
3. An ability to build rapport with and effectively manage a variety of staff at various levels, including the ability to undertake performance management when required.
4. An understanding of the developmental and therapeutic needs of adolescents who have experienced abuse and neglect, with an ability to apply this knowledge to operations within the residential care facilities and direct staff accordingly.
5. Certificate IV in training and assessment, or the willingness to obtain this.

EMPLOYMENT BENEFITS:

- Personal use of an agency vehicle between the value of \$7,000 to \$8,500 per annum
- 5 weeks annual leave per annum
- 17.5% leave loading on 4 out of the 5 weeks annual leave per annum
- Generous salary sacrificing available with a wide range of options
- Annual wage increases (in accordance with Fair Work adjustment or CPI)
- 50 hours or \$500 per annum (whichever occurs first) to contribute to non mandatory training fees, for relevant training to the position held
- The support of regular internal supervision and some external supervision
- The potential to take leave without pay and an unpaid career break
- Ability to take all personal leave days as careers leave

- 4 weeks paid maternity leave or 1 weeks paid paternity leave
- A supportive environment that includes comprehensive induction and assistance with professional development
- Access to agency vehicles for all work related travel

CONDITIONS OF EMPLOYMENT:

This position is for 76 hours per fortnight in Wodonga and is operational between Mondays to Fridays, 9.00am to 5.00pm. The position may require some work to be undertaken outside of normal working hours, which will be accrued as Time in Lieu. There is no paid overtime.

The salary for the Specialist Adolescent Services Team Leader is classified under the Social and Community Services (Victoria) Award 2000 as Social Worker Class 2, Years 3 – 4 (paid at over award wage), dependant upon qualifications and relevant experience. This remuneration package includes personal use of an agency vehicle (with personal fuel used to be paid by the employee) and the option to salary sacrifice. The terms and conditions of employment are in accordance with Central Hume Support Services' Enterprise Agreement.

A maximum of fourteen (14) hours time in lieu applies at any one time and is to be taken within one month of its accrual. No more than four (4) weeks annual leave is to be accrued without Manager's approval. Participation in the after hours on-call service is also required after 3 months of employment and is on a roster basis.

Employer superannuation contributions will be paid to Health Employees Superannuation Trust Australia (HESTA) and in accordance with the Superannuation Guarantee Charge Act.

The successful applicant will be required to undergo satisfactory pre-employment checks per CHSS policy, which includes: at least two (2) professional referees; a criminal records check; Victorian Working with Children Check; registration with the Department of Human Services; and proof of qualifications.

The successful applicant will initially be engaged in a probationary period of six (6) months. A probationary review before six (6) months will be undertaken.

Organisational vehicles are available for authorised use and are to be used at all times for work-related purposes in accordance with the organisation's Motor Vehicle Policy. For this reason, it is a requirement that a current Drivers Licence be held whilst employed by the agency.

In the event of an internal application, accrued leave entitlements will be carried over.

APPLICATION PROCEDURES:

Central Hume Support Services does not bind itself to make any appointment whatsoever from applications received.

Applications **must** include the following:

- a covering letter;
- statements addressing each of the selection criteria;
- your resume/CV detailing employment history;
- a completed Reference Checks Form providing the names and contact numbers of three professional referees (include current employer/supervisor) who can provide comment on previous work performance

Agency information, assistance with writing applications, CHSS' police check policy, and any necessary forms can also be found on the CHSS website – www.chss.net.au . Alternatively for more information, please contact Celestine Willmott, Recruitment Officer – 02 6043 7434.

Applications must be received at Central Hume Support Services by **3.00pm, Friday 3rd June 2011** in an envelope marked CONFIDENTIAL and addressed to:

Celestine Willmott
Recruitment Officer
Central Hume Support Services
PO Box 1490
WODONGA Vic 3689

or **emailed** to:

celestine.willmott@chss.net.au

Applicants invited to attend an interview must bring to the interview their original degree/certificate as proof of qualification.

Reference Checks

I, <name>....., consent to any reference checks that may be necessary to support this application.

Please give the names and telephone numbers and of three professional referees whom we can approach for references. These people will need to be able to adequately comment on the specifics of your work performance. Ideally this would be a current supervisor or direct manager, and therefore no personal referees should be supplied. Please note the third referee is required to ensure our recruitment process remains efficient and therefore, they may not be contacted.

Referees

1. Name: Phone Number:
Organisation:
Relationship:
(eg, supervisor, manager, lecturer)

2. Name: Phone Number:
Organisation:
Relationship:

3. Name: Phone Number:
Organisation:
Relationship:

I confirm the above referees have consented to act as a referee on my behalf and have given me permission to release their contact details to Central Hume Support Services for the purpose of this application. I understand that failure to gain the consent of the persons listed above to act as referees and provide their contact details may result in Central Hume Support Services not considering me for employment.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with Central Hume Support Services' Privacy Policy, including the provision of access to that information.

I understand that any false or misleading information given in this application may render my employment, if I am appointed, liable to termination. I declare that to the best of my knowledge, the above information and that submitted in any accompanying documents is correct.

Applicant's Signature: Date:

Note: This completed form must be attached to your application.