












TEAM LEADER CHILD, FAMILY AND YOUTH PROGRAMS

POSITION DESCRIPTION

-  As a not-for-profit organisation we are the leading alternative dispute resolution service in the Australian Capital Territory. Focusing on reducing the emotional and financial impact of conflict on the community.
-  As accredited professionals we work in partnerships with courts and are the preferred provider for Government, businesses, the community and individuals to resolve conflict.
-  In a distinctive way we respect the rights and voices of all parties engaged in resolving conflict and seek to ensure our costs are low to facilitate access for those on low incomes in our community.
-  We are multidisciplinary organisation that specialise in therapeutic case management and holistic wrap around support for vulnerable young people and families.
-  All our services are provided through a Trauma Informed lens and as such the organisations leadership is founded on Trauma Informed principles.

AS A CHARITABLE ORGANISATION CONFLICT RESOLUTION SERVICE KEEPS COSTS LOW TO ENSURE THE CANBERRA REGION CAN ACCESS SERVICES THEY REQUIRE IN A TIME OF NEED.

Conflict Resolution Service is a registered not-for-profit Organisation that has been supporting the Canberra Region in Dispute Resolution Services for over 30 years. Our professional services include:

-  family dispute resolution
-  community mediation
-  programs to prevent youth homelessness
-  conflict coaching for families and individuals
-  community education
-  workplace consultations



Services are offered to individuals, government agencies and the private sector. CRS is funded by the ACT Government with additional income being generated through fees for commercial mediation, facilitation and training.

POSITION OVERVIEW

The Team Leader will work as part of a multidisciplinary team to support children, young people and their families within a therapeutic, strengths-based approach in a caring and supportive environment.

The Children, Family and Youth programs support children, young people and their families to improve family functioning and deliver services through the following current programs and new programs as identified:

- Safe and Connected Youth Program
- Family Connections Program
- Family Support Program

This position will be responsible for:

- The operational management of the programs ensuring they remain evidenced based
- Ensuring programs are provided within a trauma informed lens so that teams feel supported to operate at a high level
- Contractual obligations and reporting
- Supervision of staff
- Intake and Assessments

The Team Leader will work as part of a collaborative team to engage with young people and their families within a therapeutic, strengths-based approach in a caring and supportive environment. In close collaboration with the or Manager of Children, Family and Youth Programs, support and facilitate the preservation and reunification of young people and their families, through the coordination of therapeutic support. This includes performing intakes with all new families; holding a small case load; and the leadership and supervision of a team of family practitioners, therapeutic Case Workers and Family Counsellors.

POSITION TITLE	Team Leader – Children, Family and Youth programs
CONTRACT TYPE	Full-time and Part time opportunities available Availability to work Monday – Friday, between 7am -7pm All CRS employment contracts are dependent on continued Government Funding.

REMUNERATION	Level 5 (Social, Community, Home Care and Disability Services Industry Award 2010) (dependent upon skills and experience)
PRIMARY LOCATION	1/32-38 Townshend Street, Phillip, ACT 2606
SUPERVISOR	Manager – Children, Family and Youth Programs
SUPERVISION/ MANAGEMENT	This position is responsible for the operational management of the Children, Family and Youth programs and staff within this portfolio.
KEY RESPONSIBILITIES	<p>The key responsibilities associated with this role include:</p> <ul style="list-style-type: none"> • Oversee the day-to-day operations of the Programs team, ensuring all programs are delivered effectively and efficiently. • Always ensure programs are delivered according to best practice, are evidenced based and operate at a high quality. • Undertake intake and assessment for the Family and Youth Program. • Ensure the reputation of CRS is maintained as a high quality and compassionate service provider. • Assist in the completion of all reporting requirements. • Maintain healthy and productive relationships with all Government Relationship Managers involved. <p>1. Leadership</p> <ul style="list-style-type: none"> • Provide effective leadership to all practitioners and staff working within Program. • Monitor and report on operational and project plans to inform decision making and support achievement of organisational objectives. • Oversee the implementation and evaluation of administrative practices, systems and procedures to optimise efficiency and support the achievement of quality outcomes.

- Represent the organisation in an honest, ethical and professional manner
- Manage and maintain both internal and external stakeholders relationships as directed by the Manager of Family and Youth programs.
- Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness.
- Identify and share business process improvements to enhance team effectiveness.
- Develop team capability and recognise and develop potential in people.
- Recognise performance issues that need to be addressed and work towards resolution of issues.

2. Client Service Delivery

- Provide direct service delivery in the form of coaching, mediation, case conferences and group conferencing.
- Liaise with and make referrals to appropriate support services that would further assist young people and families.
- Follow strength-based case management principles and procedures to work in collaboration with the young person and their family to assess, plan, implement, monitor, and review the planning for the young person.
- Develop and source materials and activities to assist parties with conflict prevention, management and resolution.
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3. Quality assurance

- Ensure all services are delivered within the scope of the Program Guidelines and Principles.
- Contribute to quality assurance activities, including seeking feedback from clients and other service providers.
- Facilitate Weekly Assessment Meetings, allocate new families and support program staff as directed by the Manager of Family and Youth Programs.
- Participate in whole of organisation meetings.
- Participate in external supervision sessions.

	<ul style="list-style-type: none"> • Represent, or ensure CRS is represented, at sector events relevant to the work we conduct. <p>4. Policies and Procedures</p> <ul style="list-style-type: none"> • Identify the need for policies, processes, and procedures in respect of programs in consultation with the Manager. • Maintain adherence to of respective program policies and guidelines, including identifying any gaps to ensure: <ul style="list-style-type: none"> ○ Alignment with regulatory and statutory requirements ○ Best practice in service delivery ○ Currency of ADR practice; and ○ Staff welfare and wellbeing. <p>5. Administration and Records Management</p> <ul style="list-style-type: none"> • Ensure CRS client database in being used accurately and effectively in recording client information, case activity and progress • Ensure CRS continues to meet the requirements of the Privacy Act in managing data and liaison with other services. <p>6. Reporting</p> <p>Assist where necessary to internal and external reporting including:</p> <ul style="list-style-type: none"> • Reports to management • Six monthly Service Funding Agreements. <p>7. Other duties as directed.</p>
<p>SELECTION CRITERIA</p>	<ul style="list-style-type: none"> • Experience in Leadership/supervisory role • Demonstrated experience in intensive case management and/or therapeutic support to young people and families following strength-based case management principles and procedures • Understanding and demonstrated use of a client centred, holistic approach when working with clients • Extensive knowledge and experience in trauma informed practice • Proven ability to work in collaboration with other service providers to improve quality of life for young people and/or families • High level interpersonal and problem-solving skills • Well-developed written and communication skills and ability to document comprehensive case notes • Ability to be flexible and adapt to changing environments • Capacity to work with high needs and complex families. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Recognised qualification in Mediation in accordance with National Mediator Accreditation Standards • Previous experience working in the not-for-profit sector

	<ul style="list-style-type: none"> • Mental Health First Aid Training • Family Violence Training.
QUALIFICATIONS AND EXPERIENCE	<ul style="list-style-type: none"> • Tertiary qualification in Management, Social Work, Psychology, or the equivalent • Minimum one years' experience in a leadership or supervisory role • Minimum two years' experience in working with families, young people and children • Full driver's license • WWVP clearance.
CONDITIONS OF EMPLOYMENT	<p>This Job description has been developed and established on the understanding that this job is the employee's primary employment.</p> <p>In consideration of the safety and wellbeing of employees, and the business and other interests of Conflict Resolution Service, all employees are required to obtain prior approval from the CEO to undertake other employment, both paid and unpaid (including voluntary). Failure to do this may be considered a breach of contract and grounds for disciplinary action, including but not limited to termination of employment.</p> <p>In the event that the employee undertakes other employment, this Job description should be reviewed to ensure the interests and obligations of the employee and organisation are met.</p>

CONTROL PANEL	
VERSION	1.3
DATE	March 2024
EMPLOYEE NAME Z	
SIGNATURE	
DATE	
CHIEF EXECUTIVE OFFICER	
SIGNATURE	
DATE	

