



POSITION TITLE:	Manager – Foster Care
POSITION NUMBER:	OH026
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 7 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Foster Care Leadership – Out of Home Care Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check

OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

Brophy actively values and promotes diversity in our community and affirms our commitment to be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQA+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQA+ inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Child & Family Services Division incorporates the Out of Home Care Services of Kinship and Foster Care, Child First and Integrated Family Services as well as Housing and Support Linkages, NILS and Family Violence Programs. These six teams deliver 18 programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable children, youth; families and individuals to enable them to self- manage and be the best they can be. Several key frameworks and models are used by the division's enthusiastic and skilled staff to achieve this purpose. These include but are not limited to: Gender and Trauma Informed practice, Duluth model of Men's Behavioural Change Program, Motivational Interviewing and task focussed interventions.

PRIMARY PURPOSE OF ROLE

The Foster Care Program looks after children and young people when a family needs support, in cases of family conflict or if there is a significant risk of harm or abuse in the family home.

The Manager – Foster Care is responsible for the overall management, coordination and delivery of the Foster Care Program. This includes the provision of the quality case management of children and young people up to the age of 18 years who are living with foster care families.

The Manager is required to provide effective guidance, advice and support to the Foster Care team in accessing support services to help children and young people to cope with their experiences and assist their families to deal with the issues that led to the placement of their child.

This includes support and supervision of volunteer care givers. This requires the understanding and application of several service frameworks including: the Best Interest and Looking After children frameworks, developmental theory, attachment and trauma theory, solution focussed and task centred models and mediation.

The position is required to ensure staff develop trusting and supportive relationships with children, young people, families and their care givers, understanding the issues being faced. The ability to advocate and provide excellent customer service to this client group is also required, whilst being able to develop innovative and flexible solutions to deliver the Foster Care program.

In this role, the incumbent is expected to have a sound knowledge of the principles and processes of relevant legislation pertaining to children, young people and their families.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Manager – Foster Care leads the Foster Care Placement and Recruitment and Retention teams as part of the wider Foster Care Team and will form part of the Senior Leadership Team at BFYS.

A commitment to providing excellent customer service to a diverse range of clients across several issues is required, along with the ability to negotiate, consult and liaise with industry professionals is key to this role. They possess demonstrated leadership skills and proven ability to supervise & support workers.

The Manager is required to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries. The role is required to work autonomously and as part of a team, maintain accurate records, expected to actively participate in and contribute to program service planning, along with all annual improvement activities to achieve organisational outcomes.

The Manager will understand relevant risk and needs assessments frameworks and the appropriate application of these, along with a sound understanding of child development and the impacts of trauma on this using an attachment and trauma lens. They will have a sound knowledge of service responses and interventions that can positively impact on a child's development and on those that can assist in promoting change in behaviour to increase carers parenting capacity.

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

REPORTS TO

The position reports to and is supervised by the Executive Manager – Child and Family Services.

KEY RESPONSIBILITIES

Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- Develop and oversee program's professional development plan and budget.
- Ensure mentoring, support and consultation occurs to program staff to promote advantaged thinking practices.
- Undertake team member's annual performance management process.
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.
- Deliver and participate in supervision, support and reflective practice, as negotiated with Line Manager.
- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training relevant to a senior role both personally and professionally.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

Technical Skills

- Advise, guide and support Foster Care team members to develop knowledge and experience in case management frameworks, practice frameworks and models, networking and advocacy skills required when working with children, young people and foster carers.
- Be responsible for monitoring of targets and forwarding monthly SAMs data.
- Manage Quality of Care concerns via CIMS.
- Manage complaints and enter onto Agency data base.
- Ensure the Step by Step assessment process of potential caregivers is implemented.
- Ensure the regular facilitation of the Shared Stories Shared Lives caregiver training and ongoing training activities as required.
- Develop new Targeted Care Packages' (TCP's) and oversee the implementation of TCP's.
- Ensure the timely completion of various funding applications.
- Monitor all monies including Foster Care PSB and submit acquittals as required.
- Monitor quality of all new carer assessments & all carer annual reviews & sign off as appropriate.
- Monitor the implementation, funding & safety planning requirements for contingencies
- Monitor and ensure the implementation of RBA across the team.
- Manage program funding delivery in relation to project grants and evaluation reports.
- Undertake research, service mapping, needs analysis and program evaluation to meet best practice and inform program planning and implementation.
- Lead and effectively administer the programs services in accordance with program service plans, service agreements and funding body requirements, including providing operational support to the staff in the programs.
- Act as Line Manager as required.

- Ensure you and team members have access to and comply with legislation, standards, policies, practices and procedures relevant to the program.
- Ensure a professional and ethical standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

Customer Service

- Promote the program's services and the Agency throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Seek and review consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Lead and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Facilitate daily and weekly team meetings and team planning days.
- Lead in ways which capture, communicate and share innovative ideas and practices.
- Model appropriate leadership behaviours to all workers across the Agency.
- Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Ensure best practice and professional standards for written correspondence produced by program staff.
- Ensure accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.

- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications:

- A minimum qualification of a sector recognised and accredited Bachelor of Social Work or Diploma in Community Welfare Work or equivalent. (Qualifications must be approved by recognised professional bodies: ie. AASW, Community Services Council, APS etc.)
- A current Drivers Licence.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrate a sound understanding of issues confronting disadvantaged children, young people and their families, particularly clients involved with the child protection system and out of home care program.
- Demonstrated understanding of implementing therapeutic care to children, young people and their carers.
- Demonstrate an understanding of the child protection system and its role in the service system.
- Ability to make timely, sound decisions and assessments regarding children, youth and families, particularly under pressure.
- Demonstrated ability to develop funding packages and manage budgeting requirements.
- Demonstrated leadership skills and ability to facilitate a team approach to achieve service objectives.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Jezamin Oelfke

POSITION: Executive Manager – Child and Family Services

DATE: November 2022

ACCEPTED BY INCUMBENT

NAME: _____

SIGNED: _____

DATE: ____/____/____