





Practice Leader - Out of Home Care

Position Description

Home Based Care



Stage: Issued 
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Position Title: Practice Leader - Out of Home Care

Location: Quantum - Morwell Office.

Hours of Duty: As per Employment Agreement.

Duration: The period of employment is dependent upon ongoing funding.

Position Funding: Funding is provided through the State and/or Commonwealth Government.

Classification: Social and Community Services Level 7.

Salary: Salary & conditions are as per the Quantum Enterprise Agreement 2015 and the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.

Reports to: Stream Manager - Children and Youth Services.

Our Vision, Mission & Values:

Quantum is committed to providing accessible high quality, advocacy and support services that meet the needs of our community.

Our Vision

Quantum Support Services vision is to improve lives.

Our Mission

To improve lives by empowering people, particularly the vulnerable to reach their full potential.

Our Values

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our Vision and Mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

Respect:	Integrity:	Empowerment:
Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination	Quantum values being ethical and professional in our conduct	Quantum values sharing our knowledge to promote the choices and decision-making capacity of others

Primary Position Objectives:

- The Practice Leader of Out of Home Care operates within Quantum's Children and Youth Stream.
- To provide day to day operational supervision and support to the staff providing Home Based Care and Targeted Care Packages across the Gippsland region.
- To provide Home Based Care and Targeted Care Packages to young people in Gippsland.
- To ensure provision of 24 hour support to Department of Health and Human Services (DHHS), Quantum's Caregivers and children and young people placed in Home Based Care and subject to a Targeted Care Package.
- Enable children and young people to transition from care into an alternative living arrangement that better meets their needs and to prevent entry into residential care.
- Provide direct case supervision to field staff providing case management and support in children and youth

programs.

Duties and Responsibilities:

Practice Leader Responsibilities

- Assist the Stream Manager in supporting staff to meet program and agency goals and ensure appropriate standards of practice.
- Monitor caseload demands and allocate cases to team members.
- Monitor carer recruitment, training and reviews.
- Oversee and support staff with Targeted Care Package proposals in consultation with the stream manager.
- Ensure the program's administration functions are completed accurately and on time, including assisting in meeting internal and external data collection and reporting requirements.
- Maintain the morale of the program area and encourage a positive team building approach to service delivery.
- Chair team meetings and develop meeting agendas.
- Ensure that all clients of the Home Based Care program and those with Targeted Care Packages receive adequate and timely support from program staff in accordance with agency and program policy and guidelines.
- Assist in the assessment and training of prospective caregivers.
- Assist in the development and implementation of strategies and policies that contribute to the improvement of services and ensure consistent high quality standards of delivery to the Gippsland community.
- Provide a point of contact for all referrals, provide referral advice to all referring parties and maintain an accurate record of all referrals.
- Coordinate initial assessment, assign to appropriate caseworker and monitor service matching and placement of new clients to the agency.
- Coordinate and participate in the On-Call After-Hours service on a rostered basis.
- Assist the Stream Manager in identifying and developing quality improvement initiatives.
- Deputise for Stream Manager as required.

Staff Support

- Assist the Stream Manager in staff selection, staff induction and staff evaluation / appraisal.
- Provide day-to-day support to team members in relation to the delivery of effective case management, including assistance to staff in clarifying case issues and assist with debriefing when required.
- Provide regular formal supervision and conduct annual staff reviews in line with agency policy.
- Assist information flow between management and program staff.
- Assist in identifying staff training needs.

Service Delivery

- In negotiation with the Stream Manager be responsible for a caseload of clients during period of program demand or client complexity.
- Ensure program staff work within a case management framework, ensuring that children, young people and their carers have access to resources such as counselling programs, income security, training, educational or recreational programs and where necessary, safe and secure accommodation.

- Ensure program staff participate in the development and implementation of a range of strategies which assist children and young people to address areas of difficulty in a positive manner conducive to growth and development.
- Ensure program staff where appropriate, support and encourage the development of personal independence of children and young people for whom a return to family is not feasible.
- Ensure program staff support carers and promote carer recruitment throughout the community.
- Liaise extensively with local organisations such as schools, CP, other non-Government Agencies in order to promote these as key sources for referrals.
- Ensure program staff contribute to an integrated approach to service delivery for clients accessing the program.

Community Development & Networking

- Participate in community development by disseminating information to other agencies, community groups, local governments and other relevant services.
- To work cooperatively with other agencies in maintaining an effective service delivery system for clients, including regular attendance at relevant forums and local and regional meetings.
- To establish and maintain effective linkages with other services with a specific priority for ongoing linkages with other services of the children, youth and out-of-home care sector.
- Participate in local and regional community youth and out of home care networks as required to ensure effective service integration and coordination of service delivery.

Agency Participation

- Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Stream Manager.
- Participate and operate effectively within a team environment and attend and contribute to team meetings and agency staff meetings.
- Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning.
- Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews.
- Provide On-Call After-Hours availability to Department of Health and Human Services and agency clients.

Administration

- Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act.
 - Carry out necessary administrative tasks, including:
 - Compiling workers or other reports on a monthly basis or as requested.
 - Daily & monthly collection of data for both internal and external purposes.
 - Completion of relevant forms in accordance with Quantum policies and procedures.
 - Performing tasks such as filing & correspondence.
 - Maintaining accurate records.
 - Maintaining Case Files within the guidelines of the Quantum Service Delivery Manual.

General

- Perform other duties relevant to Quantum's daily operations as directed by the Stream Manager, General Manager and Chief Executive Officer.

Occupational Health and Safety & Equal Opportunity Practices

- Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.

Key Selection Criteria:

Practice Leader Functions

1. Demonstrated experience and skills in the day-to-day supervision and coordination of staff with a particular focus on children and young people in out of home care.
2. Demonstrated excellence in leadership including the capacity to lead staff groups, give direction appropriately and provide structured supervision.
3. Demonstrated excellence in communication and interpersonal skills, which can be appropriately used when working with children, young people, carers, colleagues, government departments and community organisations.
4. Demonstrated commitment to quality improvement and the ability to implement, monitor and evaluate a service that meets client's needs, within policy and program guidelines, as specified by funding and service agreements and Quantum requirements is essential.

Service Delivery

1. An understanding of the social & political issues impacting on children and young people who are in the out of home care system.
2. Understanding of Child Protection matters and relevant legislation relevant to the out of home care space.
3. Demonstrated understanding of sector reforms in relation to children and young people in the out of home care system.
4. A commitment and ability to create strong links with appropriate service networks and an understanding and knowledge of the available resources in Gippsland.
6. Demonstrated experience and knowledge of case management practice and theory.
7. Previous experience in related work with the client group which demonstrates the ability to engage children, young people and their families and/or carers.
8. Previous experience gathering and evaluating program data to ensure sustainable programs.
9. An understanding of team responsibilities and dynamics, and the skills required to be an effective team member.
10. Proven skills and experience in the day-to-day supervision and coordination of a out of home care service.
11. Demonstrated capacity to deliver culturally sensitive practices in working with the client group and carers.
12. Commitment to providing high quality support to carers and a commitment to carer recruitment.

General

1. Competent literacy and computer skills.
2. Ability to work with minimal direction and supervision.
3. Excellent time management skills.
4. Enthusiasm, energy and interpersonal skills.

Mandatory Requirements:

- Appropriate tertiary qualifications (Diploma or above) and extensive experience relevant to this position.
- Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone number(s) of three referees.

Conditions of Employment:

- The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum, complete a successful Police Check and Referee Check prior to commencing employment, and provide confirmation of a Working with Children Check.
- The successful applicant is required to comply with the policies and procedures of Quantum.
- A current Victorian driver's license is required at all times.
- This position description is subject to an annual review.

Accountability:

The position is accountable to the Stream Manager, General Manager and Chief Executive Officer.

Revision History:

New Position created 30/01/2018



Acknowledgement:

Please sign and date to acknowledge you have read and understood this position description.

Employee:

Manager

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: ____/____/____

Date: ____/____/____



[Click here to acknowledge that you have read and understand this document](#)