

## Overview of Role

**Role Title:** Team Leader Childlink Services  
Home and Family Support Portfolio  
Level 5 (Social and Community Services Award)

## Role Description:

The Childlink Team Leader will work with the Home and Family Support Portfolio to identify and respond to the needs of children by taking a lead role in raising the awareness of the issues and factors which impact upon the health, wellbeing and development of children associated with the service. The Team Leader will work collaboratively with other agencies, using a child-focussed case management approach and will be delivered in conjunction and cooperation with other key stakeholders in the Southern regions

The ChildLink Team Leader will directly supervise, coordinate, assist and guide the day to day activities of team members in the ICAN, Point of Engagement and Supported Playgroup teams. They will liaise with relevant managers to develop and maintain practices and procedures that enable efficient administration and quality service delivery.

## Responsibilities of all staff

- To be an active member of the staff team which upholds the ethos and core values of Southern Junction Community Services (SJCS) as outlined in the vision, and values statements.
- To facilitate the effective functioning of relevant programmes by working within the established policies, principles practices and procedures of SJCS.
- To assist in the establishment and maintenance of safe working conditions by adhering to Occupation Health and Safety guidelines.

## Role in Organisational Framework – Team Leader

- Advise the Portfolio or Community Services Manager of emerging issues and critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).
- To ensure that the activities of the specified service(s) are in keeping with established SJ policies, principles, practices and service procedures.
- Convene and facilitate regular team meetings and ensure that minutes are circulated.
- Facilitate efficient administration of the assigned program/service(s).
- Facilitate effective and appropriate communication with the Portfolio Manager and Community Services Manager, administration and service delivery team meetings.
- Ensure delivery of high quality customer services.
- Ensure that assigned responsibilities and tasks are conducted in keeping with established policies, principles, practices and program/task-specific procedures
- Contribute to the pursuit of continuous quality improvement of service(s).

- Financial management of designated sections of annual program operating budget in conjunction with the Portfolio Manager and Community Services Manager.
- Participation in service-related networks and forums as appropriate and following negotiation with the Portfolio Manager and Community Services Manager.
- Collection, storage and reporting of accurate and timely service-related data.

**Specific Responsibilities include:****Service Provision: (not in order of significance)**

- Within a child-focused case management model, assess and respond to the needs of children by assisting to identify developmental opportunities for education success, socialisation and positive play.
- Through ongoing support of outreach workers provide a child-centred response that addresses individual needs.
- Assist to raise the awareness of staff to factors that impact upon the health, wellbeing and development of children associated with the service.
- Support outreach workers to work with parents/ caregivers to reduce the circumstances and issues which negatively impact upon the health and other developmental needs of their children and enhance acceptance of parental responsibility for the welfare of their children.
- Assist clients in the development of social and living skills that reduce harm to vulnerable children by strengthening parents' capacity to care effectively for them at home and within the community.
- Supervise and coordinate the day to day activities of team members and ensure that service delivery practices are within established SJCS policies and procedures.
- Liaise with relevant Portfolio Managers to develop and maintain practices and local procedures where necessary.
- Work collaboratively with other agencies, to strengthen interagency links that improve access to relevant services for children 'at risk'
- Development and provision of appropriate case plans that aim to meet the identified support needs of children.
- Maintain timely and accurate documentation of casework practices and case planning processes.
- Recognise the rights of all people and maintain equity of access and equality of opportunity through providing individual support and/or advocacy in a way that protects their rights and dignity.

**Organisational Relationships:**

- The Childlink Team Leader is employed by the Board of Southern Junction Community Services.
- The Childlink Team Leader is responsible to the Community Services Manager and reports to the Portfolio Manager.
- The Childlink Team Leader has working relationships with other government and non-government agencies, particularly DFC, members of the community, SJCS clients and other SJCS staff.

**Extent of Authority:**

- Authority to make decisions in relation to expenditure in consultation with the Portfolio Manager, following organisational procedures.
- Administration and monitoring of specified sections of relevant program.

- Authority to sign cash receipts, petty cash and delivery docketts.
- Other, as approved by the Portfolio Manager and within SJCS policy and practice guidelines.

**Person Specifications:**

Required Qualifications, Skills, Knowledge, Experience and other attributes

**Skills Required**

- Demonstrated leadership and supervision skills.
- Demonstrated effective assessment and referral skills, recognising children as clients in their own right.
- Demonstrated ability to develop case plans within an established case management model, which will support the child, their parent/caregiver and other relevant stakeholders.
- Ability to effectively engage and establish rapport with the client group, members of the community and other relevant parties, verbally and in writing.
- Ability to work independently.
- Ability to create collaborative child focused links, networks and partnerships that will encourage co-operation and support to minimise the impact of a child's homelessness.
- Conflict resolution and negotiation skills.
- Ability to work under pressure and meet deadlines.
- Ability to develop and maintain a team environment.
- Ability to work with common computer software packages, including MS word and 'SMART'.

**Knowledge Required**

- Knowledge of effective early intervention strategies and collaborative working principles.
- Knowledge and understanding of newborn, child, and family development.
- Understanding of complex needs of children, adolescents and families at risk of homelessness - including the determinants and effects of homelessness.
- Understanding of domestic violence and abuse issues and their impact upon children, young people and families.
- Understanding of child / adolescent mental health issues and their effects.
- Knowledge of health needs of children and young people and available community resources.
- Knowledge of the Juvenile Justice system and Young Offenders Act.
- Understanding of counselling theories and practice frameworks.
- Understanding of behavioural management strategies.
- Understanding of community development principles.
- Understanding of Social Justice principles - including issues regarding equity of access, discrimination and equal opportunity, individual rights and privacy.
- Knowledge of, and respect, for cultural and lifestyle differences.
- Understanding of relevant statutory requirements and relevant legislation (EO, OH&S, Workers Compensation, Child Protection and mandatory reporting).
- Knowledge and understanding of financial management.

**Desirable but not essential Attributes:**

- Experience in early intervention and prevention programs.
- Understanding of community resources in the Southern region of Adelaide.

## Educational Requirements:

- Tertiary qualifications in human services, minimum Certificate IV in Children's Services, Community Services or equivalent.
- Appropriate training and experience in a relevant field.
- First Aid certificate (or willingness to obtain).
- Current SA Drivers Licence (Car).