

Team Leader

Family Connections Program



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

Team Leader

Team

Family Connections

Reports to

Cluster Lead

Line Manages

Women, Children & Families

Classification/Award

Level 7 SCHADS 2010

Talkin

Cluster Lead

Based at

Hawthorne (travel to Caboolture)

Backup when absent?

Cluster Lead

Family Connections: Keeping Children Safe & Well – Australian Clinical Trial

Family Connections is an approach developed and tested over more than 25 years in the USA.

Family Connections is grounded in prevention and intervention sciences with a focus on supporting families to reduce risk factors and increase protective factors in the family environment.

Family Connections uses a strength based, systems orientated approach, offering in-home family support, that involves an individual families' assessment and outcome driven service plan.

Position Description

As Family Connections Team Leader, you will...

provide leadership and coordination support to the Family Connections team in Brisbane and Caboolture and the families involved in the program. This position will involve a mixture of support, coaching, leadership, coordination, decision making and problem solving with the Family Connections Team and other teams regarding families that are experiencing complex challenges and accessing services through Micah Projects. This role will ensure that all families engaged in the Family Connections clinical trial are provided with outreach services from the team to develop individualised strength based goals and support plan that considers the needs of all members of the family. It is the role of the Team Leader to work with the team, Cluster Leader and the researchers from the University of Queensland to complete the trial within the approved time frame.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- University of Queensland
- Participant Families
- Child Safety
- Department of Housing
- Child Care / Education Providers
- Queensland Health

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Targeted Family Support and Advocacy
- Homestay
- Healthy and Safe Start
- Child and Young people (CYP)
- BDVS
- YMYW

Key Responsibilities

Leadership and Management

- Promote a culture of respect, safety, and trauma informed approaches.
- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter
- Create an effective and supportive team environment ensuring a shared understanding of the vision, mission, values, and principles.
- Support wellbeing and resilience of the team whilst managing workloads and problem solving to maintain services to vulnerable people.
- Ensure effective communication and teamwork occurs within a multidisciplinary team environment and efficient management of sensitive information and compliance with the privacy act.

- Ensure management processes are implemented and maintained such as workload management in a high demand environment, positive and respectful relationships, and commitment to proactive engagement with participants.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Leadership to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Direct Engagement with Families and Children

- Work collaboratively with the Advisory Committee and UQ Research team throughout the clinical trial.
- Provide oversight of the referrals for the program.
- Support the Family Connections Team to conduct proactive outreach and engagement with families.
- Ensure the use of the Family Connections Suite of Tools is being used in accordance with the clinical trial guidelines.

Collaborative practice

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Essential Attendance

- Organisational Coordination Team meetings (if required), Leadership Forums, Service Area Cluster meetings, Board/Finance, Audit and Risk Management (FARM), etc. when/if required, shared responsibility for networking events and community engagement and education requests.

Flexible Hours

- Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.
- Working outside of standard hours will be by negotiation for management of after-hours and for stakeholder engagement.

Holiday Periods

- Micah Projects is a 365 day a year organisation, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.

Criteria and Conditions

Criminal History Screening

- ☐ National Police Certificate ☒ Blue Card
☐ Yellow Card ☐ APHRA Registration

Driver's License

- ☒ Essential ☐ Desirable

Travel

- ☒ Essential ☐ Desirable

Assets Provided

- ☒ Work Computer ☒ Work Phone
☐ Pool Vehicle ☒ Packaged Vehicle

- Tertiary qualification in Social Work or Human Services or related field and/or demonstrated experience in providing support and case coordination to people with complex needs.
- »Demonstrated engagement and interpersonal skills particularly with those in crisis situations and families who may be involved in the Child Protection system.
- Demonstrated knowledge of disadvantage, poverty, health inequities, mental illness, homelessness, and complexity in our community and the impact it has on families.
- Demonstrated ability to use effective communication skills both verbal and written. »
- Excellent organisation and planning skills in managing a personal workload in a busy environment with conflicting demands. »
- Demonstrated ability to advocate with both community and government services, document information accurately and in a timely manner.
- Proven ability to manage, supervise and provide leadership to team members
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, work, email & excel.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously with a commitment and ability to promote the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.

- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

Desirable (if applicable)

- Knowledge and experience working with systems including housing, mental health, physical health, NDIS etc

General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ **Date** _____

Document History		Version Number	01
Original Date	December 2023	Revised Date	January 2024