

Position Description

Position title	Flexible Fund Program Leader
Location	Ross House, 247-251 Flinders Street, Melbourne
Salary	SCHADS Award level 5.3 to 6.1 (depending on qualifications and experience) *Salary packaging is available
Reports to	Permanent Care and Adoptive Families (PCA Families) CEO
Created Date / Initials	21 November, 2022

Permanent Care and Adoptive Families (PCA Families) is a not-for-profit carer member-based organisation representing families formed by permanent care, kinship care and adoption in Victoria. Established by parents from this community in 2003, we continue to be guided by the lived experience of our members.

We administer the Department of Families, Fairness and Housing (DFFH) Flexible Funding for permanent carers, a statewide Helpline, the Better Futures/Homestretch Programs, a carers counselling service and provide peer support. The Flexible Funding program administers approximately \$2.7 million in applications annually.

We deliver a strong voice for members, influencing government and sector policy development. Our programs and practices include a child-centred and family-focused approach to support strong and sustainable permanent care and adoptive families. PCA Families is governed by an elected Board that holds expertise and leadership to govern the organisation.

With more than 2,700 members and clients, an annual turnover of \$1.3 million, and a small but dedicated team of staff. PCA Families is the peak body for permanent care and adoptive families.

OUR VISION:

That every child who cannot live permanently with their birth parents thrives in a strong stable and permanent family.

OUR PURPOSE:

Permanent care, kinship care and adoptive families have committed to helping their children thrive and we are committed to helping them do it.

OUR MISSION:

We advocate on behalf of and deliver peer support and other trauma informed services for permanent care, kinship and adoptive families. We inform, upskill and empower our parents/carers to advocate strategically for the services and support their children and our communities need. Our independent support is trusted by our families and often critical to their success.

Position Summary

The purpose of the position is to provide day to day supervision and support a small team operating the Flexible Funding Program. The Flexible Funding program is jointly delivered by PCA Families and OzChild and supported by a consortium of other agencies.

Flexible Funding is available to meet the extraordinary needs of children and young people subject to a permanent care order to help with costs not met by the carer allowance, or other funding sources. The funding may cover partial, full, or ongoing costs and may be provided directly to a carer, a retailer, or service provider. The position entails providing a coordinated approach in working with families to ensure the needs of children and young people are met. The position will also liaise with relevant agencies and stakeholders to ensure families have access to the full suite of services that they require.

The successful candidate will work closely with the Helpline and Better Futures Program Leader on service improvement, quality and reporting, and project initiatives. The role is predominantly a phone/office-based role and will involve, as needed, external meetings with clients and agencies. From time to time the role may be required to conduct carer training or peer support groups. This may require some regional Victoria travel and evening work.

The key objectives of this position are to support staff in:

Leadership

- Support the CEO in the implementation of the PCA Families Strategic Plan.
- Support the CEO in the development of new initiatives and funding proposals.
- Ensure Flexi-funding staff are provided with regular clinical supervision and support.
- Actively lead and participate in team meetings.
- Share relevant information and build the capacity of the team to do their work effectively.
- Facilitate open working relationships with parents, carers, young people, and other key stakeholders.
- Generate program reports and undertake data analysis for programs.

Policy, Procedure and Program Development

- Actively work towards client outcomes utilising and reporting against KPI's and program targets.
- Ensure the accurate collection and reporting of data by the Helpline, Better Futures and Peer Support service.
- Assist in the development of PCA Families services.
- Participate in policy, procedure or program development as required.
- Provide services in a manner consistent with organisation policy and procedures.
- Contribute to the effectiveness of the organisation or the service by offering ideas for improvement in team or other relevant meetings or to the CEO as appropriate.
- Share knowledge and ideas in a constructive manner.

Service delivery

- Ensuring that all newly allocated referrals and flexi-funds applications are prioritised and responded to according to the eligibility criteria, need and within the allocated budget.
- Managing applications in a timely manner.
- Actively lead the team in allocations and case discussion meetings.

Advocacy and Support

- Ensuring that advocacy and support is based on an understanding of key theoretical frameworks that inform practice (trauma, grief and loss, childhood development, and attachment)
- Making decisions in the best interests of the child or young person is paramount.
- Working with other agencies to develop innovative approaches to service delivery.
- Connecting parents and carers to peer and community support programs and networks.

- Maintaining regular contact with parents/carers who do not have any community support.

Travel to attend meetings with clients and agencies may be required, along with some evening work from time to time.

Personal accountability

- Comply with PCA Families' values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Foster and facilitate effective and collaborative internal and external stakeholder relationships in line with PCA Families' values and expected professional standards of behaviour.
- Share relevant information to third parties with the informed consent of the family/members in accordance with relevant privacy legislation, policies, and procedures.
- Model professional and ethical conduct in all interactions and decision-making.
- Ensure the safety, protection and wellbeing of children and young people who may come into association with PCA Families is always paramount.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Take reasonable care for your own health and safety, and the health and safety of others.
- Promote a positive safety culture and promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.
- Ensure appropriate use of resources.
- Take personal accountability for own behavior consistent with PCA Families values and policies.

Key Selection Criteria

Experience (essential)

- Ability to lead, coordinate and supervise the work of a small team.
- Demonstrated experience in the Child and Family Services or welfare related field. This experience could be in Child Protection, Out of Home Care, Child, and Family Services and/or other services working with vulnerable families and children.
- General counselling experience, including ability to demonstrate trauma-informed practice skills and engage supportively and appropriately with families who are distressed, in crisis or experiencing loss/grief.
- The capacity to understand legislative frameworks including those relevant to children in alternative care.
- Comprehensive assessment skills with a capacity to develop wrap around services for families using targeted flexible funding.
- Outstanding communication and written skills.
- Ability to manage programs with allocated budgets.
- A recognised degree in Social Work/Psychology/Nursing or equivalent with relevant experience in the out-of-home care or child and family services.
- Experience in client relationship management systems.
- Must have a current Working with Children Check (card) and undergo a police check.

Skills

- **Customer-focus and communication:** Excellent interpersonal, oral, written and visual communication skills tailored to relevant audience internally and/or externally; ability to interact and build rapport with clients, staff and suppliers respectfully within boundaries of role to achieve desired outcome; able to supportively refer client to appropriate person within the organisation for additional support, as required; exceptional writing, researching, editing and proofreading skills; a passion for producing engaging, consumer-centric external communications content.

- **Time management and organisational skills:** Excellent organisational and prioritisation skills; ability to multi-task; ability to deliver high quality results within agreed deadlines.
- **Technical skills:** High level of attention to detail and accuracy; well-developed numeracy skills; demonstrated computer literacy including experience using Microsoft Office, including excel spreadsheets; knowledge of website maintenance; skills in IT maintenance and troubleshooting; well-developed data collection and analysis skills; knowledge of current and emerging social media technology. Project management skills.
- **Basic understanding of the out of home-based care system:** including permanent care, kinship care and adoption, and the broader child and family welfare framework in Victoria (desirable).

Attributes

Integrity - Trustworthy, honest, and ethical. Treats others with respect, including maintaining confidentiality and privacy.

Growth mindset - Resilient with a positive 'can do' attitude. Has a love of learning and views challenges as opportunities.

Consumer-centric - Ability and genuine desire to make clients and members the central focus of every decision. Ability to engage with patience and warmth in an empathic, compassionate, and sensitive manner, even in a crisis situation.

Team player - Builds a sense of cohesive 'team' within the workplace and actively supports the development of shared team objectives, while also effectively working independently.

Responsible and organised - Personally accountable for own behaviour consistent with the organisation's values, policies, and procedures. Responds to situations in the workplace in a mature manner. Shows self-direction and self-initiative.

Reflective - Possesses the ability to show self-awareness and self-regulation, including utilising self-care strategies both personally and professionally. Understand personal triggers and remains objective.

Innovative - Ability to respond with flexibility and creativity to opportunities and issues as they arise. Capacity to balance the competing demands of work within an environment of change and evolution.

EMPLOYMENT CONDITIONS:

The following Conditions of Employment are required for the Client Services Officer.

Work Arrangement:	PCA Families is a family friendly workplace offering flexible working arrangements. Employment conditions draw from those detailed in the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packing is available for ongoing and fixed term staff, in line with ATO provisions for Public Benevolent Institutions. PCA Families is a Child Safe organisation with zero tolerance of child abuse.
Professional & Personal Characteristics:	Ability to meet key result areas. Has a positive mindset and understands the key competencies required to ensure high performance outcomes in the role. Is highly resilient and is an engaging team member.
Qualifications & Experience:	Tertiary qualifications in Social Work, Psychology, Nursing or equivalent. Experience in working in Child and Family Services or out of home care.

Pre-employment Screening:	<p>Holds a current Working with Children Check card</p> <p>Passing a current Police Check (including providing 100 points of ID)</p> <p>Passing an international police check (if applicant has resided overseas for 12+ months in the last 10 years).</p>
Probation:	<p>This role holds a 6-month probation period and ongoing periodic review through supervision and annual review framework.</p>
Benefits:	<p>Professional Supervision</p> <p>Well respected employer</p> <p>Modern & contemporary work environment</p> <p>Access to PCA Families Employee Assistance Program (EAP)</p> <p>Study leave upon approval</p>
Compliance:	<p>Comply with and adhere to conditions of employment, Code of Conduct, Confidentiality. Adhere to all relevant Acts, Codes and organisational policies including, Privacy, Anti-Discrimination, Bullying and Harassment, Evidenced Decision Making, Work Health & Safety. The Client Services Officer is required to conduct their role in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OHS.</p> <p>The Program Leader is required to disclose any pre-existing injuries that may impact or influence by employment of this position. This will assist the organisation to maintain a safe work environment for the role.</p> <p>The Program Leader must hold a current Working with Children Check at all times.</p> <p>All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others, including reporting all incidents and injuries, as well as co-operating with any measures introduced in the workplace to improve WHS.</p>
Mandatory Requirements:	<p>Mandated by law to report any concern regarding the safety, welfare and the security of a child.</p> <p>Report any suspected abuse and or neglect of an adult with a disability or an ageing person.</p>
Equal Opportunity:	<p>PCA Families is an equal opportunity employer.</p>
Professional Development:	<p>Professional development & training opportunities are offered to staff, members and study leave may also be available in certain circumstances upon approval.</p>
Lived Experience:	<p>We are the member representative organisation of the permanent care and adoptive community in Victoria. We strongly encourage applicants with lived experience.</p>
Cultural Competency:	<p>People of Aboriginal and Torres Strait Islander heritage are strongly encouraged to apply for the position. As an inclusive organisation, PCA Families is striving to become culturally competent and all staff are expected to undergo regular cultural competence training as part of their professional development plans.</p>