



# Information Package

## Team Leader, Supported Independent Living

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support (formerly Out of Home Care), Youth Specialist Homelessness Services (SHS), Non-Placement Support (NPSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Transitional Housing and Premier's Youth Initiative. The majority of our funding is provided by the Department of Communities and Justice.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

### **Benefits of working with Veritas House**

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:

#### **Relationships**

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.

#### **Collaboration**

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.

#### **Compassion**

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.

#### **Authenticity**

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don't try to be what we're not, and this transparency means others know where they stand with us. Our actions are genuine and without pretence.

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- Time and support for clinical supervision;
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about our mission of providing values based and child-centred care, advocacy and support in Central Western NSW, we'd like to hear from you.

## Position Advertisement

### Team Leader, Supported Independent Living Bathurst Permanent, full-time

Veritas House is a vibrant not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people and their families.

This role will work directly with the case workers and support workers for young people who have a background in out-of-home care and are now living in SILS placements. Reporting to a member of the Executive team, the Team Leader duties include:

- Guiding, mentoring, developing and managing the team
- Use your experience in OOHC, child protection or permanency support to work with young people living in supported independent living placements
- Enjoy working in an innovative & creative way to meet your client's goals

Salary and conditions in accordance with Grade 6, Level 7 under the SCHCADS Award.

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening.

**Please note:** this position works with young people who are living away from home and, although some of clients may have a disability, *it is not specifically a disability support role.*

#### To apply:

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Package on our website: [www.veritashouse.org.au](http://www.veritashouse.org.au)

**Applications close at 9.00 am on Wednesday 29<sup>th</sup> May 2024.**

All employment at Veritas House is subject to a clear Working with Children Check and a satisfactory Police check. You must also have appropriate working rights to apply for this role (working visas of less than 12 months will not be considered), either:

- An Australian Citizen;
- OR hold permanent Australian residency;
- OR have a valid Australia working visa.

*Aboriginal and Torres Strait Islander people and people from a CALD background are warmly encouraged to apply.*

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## How to apply for this role

These guidelines aim to assist you in submitting applications for advertised vacancies with Veritas House. The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took, and summarise the subsequent result. Keep your responses concise and in addition to your CV.
- Be aware of the closing date. If, for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

## What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:

- a. contact details including telephone number and email address
- b. education/qualifications
- c. an employment history summary including (for each position):
  - i. the employer
  - ii. start and finish dates
  - iii. your position/title
  - iv. your responsibilities and achievements in the position
- d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

### Submitting your application

Applications should be submitted via email (by the closing date and time) to:

[employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)

## Position Description

- Position Title:** Team Leader – Supported Independent Living
- Position Status:** Permanent, full-time 38 hours per week, + after hours on-call roster.
- Reports to:** Operations Manager – SILARS
- Positions Reporting to this role:** SILS team
- Program:** Supported Independent Living
- Location:** Orange or Bathurst
- Relevant Award:** *Social, Community, Home Care, and, Disability Services Industry Award (2010)*
- Award Classification:** Grade 6, Level 7.1-7.3 dependent on experience
- Probationary Period:** 6 months from initial employment

#### Level of Decision Making and Authority:

- Act within Policy and Procedure
- Decisions within the Case Planning process
- All other decisions are in consultation with, or referral to, the Operations Manager

#### Requirements:

- Preferably a relevant Degree qualification. At a minimum, Diploma of Community Services or similar.
- Current Driver's licence

- Satisfactory Working with Children Check and Criminal Records Check
- Current First Aid Certificate, or willingness to obtain within 6 weeks of commencing employment.

### **Veritas House Vision**

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

### **Primary Program Objective:**

To provide a secure, safe and supportive home environment for children and young people who can no longer reside with their families.

### **Primary Objectives of this Position:**

1. To manage the placement of children & young people in Supported Independent Living & support best practice case management in achieving positive and effective outcomes for children in SILS.
2. To coordinate and support the work of the Veritas House SILS team. This will involve providing ongoing line supervision, support and annual appraisals to staff while overseeing ongoing compliance with all aspects of Veritas House Policy and Procedures and the NSW Child Safe Standards for Permanent Care.
3. Assist the Operations Manager in developing and implementing strategic plans.
4. When necessary, assume and manage a small case load of young people in SILS placements.
5. To promote a positive image of children and young people, by adhering to: -
  - NSW Children's and Young Persons (Care & Protection) Act 1998
  - NSW Child Safe Standards for Permanent Care
  - United Nations Convention on the Rights of the Child
  - NSW Children's and Young Persons charter of rights

### **Key Accountabilities:**

1. **Support the SILS team**
  - Provide regular, documented line supervision workers, in line with Veritas House policy and procedures;
  - Ensure workers have an external Supervisor, update the Supervision Calendar and attend regular sessions with their external Supervisor;
  - Provide coaching and feedback to workers on work practice;
  - Mentor staff in best practice, providing guidance and advice;
  - Roster annual leave and approve leave requests and timesheets;
  - Supervise work placement students allocated to SILS;
  - Coordinate and when necessary, chair SILS team meetings, ensuring the agenda is followed and the meetings are minuted.
2. **Coordinate compliance with Veritas House Policy and Procedures and the OOHC**

## **Standards**

- Monitor and ensure compliance with SILS-specific policies and procedures;
- Conduct quality audits of case notes, reports and other documentation, and coach staff in how to improve these;
- Ensure ongoing compliance with the NSW Child Safe Standards for Permanent Care by regularly reviewing work completed against the standards and working with staff to correct any non-compliance or discrepancies;
- Oversee staff completion of mandatory training (eg Safetrac on-line training; child protection training).

**The following accountabilities come into effect when managing a case load, and are the applicable in providing guidance and coaching to SILS Workers:**

### **3. Promote the safety, welfare and well-being of children or young people.**

- Ensure that the child or young person's safety, welfare and well-being are paramount considerations in all decision making and practices;
- Follow due process in the selection and transition of young people into SILS placements;
- Ensure that all child protection policies and procedures are followed;
- Report to Community Services all cases of suspected risk of significant harm to young people;
- Assist in the reporting and investigation of all relevant issues as prescribed by the NSW Ombudsman.

### **4. Consider the young person's views in all major decisions.**

- In alignment with the young person's age and capacity, ensure that the young person's views are considered as part of all major decision making. This includes the choice of accommodation, development of the case plan, formulation of Cultural Plans and contact with significant people in their life.
- Assist the young person in developing their capacity to participate in collaborative, structured decision-making processes.
- Ensure that the young person's wishes are known and considered in decision making by all members of SILS Team.
- Contact young person within 24 hours of placement by phone & face to face within 7 days.
- Provide pathways for clients to access independent advocacy services where required.

### **5. Develop, implement and manage high quality case plans.**

- Where Veritas House has case management, develop collaborative case plans with the involvement of the young person, their birth family, carers and other members of the placement team.
- As part of the quality case planning process:
  - Select the appropriate case plan goal – reflective of any Court Orders and long-term intentions of the care of the young person;
  - Formulate clear, achievable objectives, designed to improve outcomes for the young person. These objectives must be in alignment/support of the case plan goal;
  - Lead formal case plan monitoring meetings, as per the prescribed schedule, involving all members of the placement team;
  - Document and distribute comprehensive case planning records & monitoring meeting minutes, in whole or part, to all appropriate parties;

- Oversee the input of services provided as part of the case plan, ensure that the intervention is undertaken with a codified purpose, intended outcomes, agreed measures and timeframes;
- Work within allocated budgets for the provision of services and ensure that the service is cost effective;
- Ensure that all young people 15 years or older and preparing to leave Permanency Support have specialist exit plans.
- Ensure documentation of all Case Plans, case notes and other records is up to date (in both paper-based and electronic form) and compliant with OOHC Standards and Veritas House policy and procedures.

#### **6. Establish, maintain and strengthen relationships with family**

- Maintain current contact details for all involved in care of the young person in the case load;
- Obtain and maintain appropriate, respectful and effective relationships with family and significant others, ensuring the distribution of placement information, participation in case planning processes and promoting their involvement in the young person's life;
- Actively promote, support and participate in positive contact between the young person and their birth family and significant others.

#### **7. On-call roster**

- As required and when rostered for such, be available for after-hours on call to attend to phone enquiries from direct care staff;
- When on-call, remain sober and fit to perform duties as if rostered for duty;
- Maintain the on-call phone fully charged, turned on and always at hand; answer the phone when it rings;
- Be prepared to be recalled to duty to attend to emergencies that may arise during on-call shifts.

#### **7. Case Work Administration**

- Accurate and timely reports are provided to the Operations Manager as required;
- Corrective action on reports arising from Internal/External audits are performed within time frames;
- All case notes are maintained and up-to date for all clients in case load;
- Life Story work is maintained and up to date.

#### **8. Team Participation & Work Management**

- Contribute to the ongoing development of a dynamic, creative and cohesive team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to always maintain a strong work ethic in personal efficiency and effectiveness;
- Attend and participate willingly in staff meetings, case conference meetings and funding body meetings.

#### **9. Cultural Sensitivity and Appropriateness**

- Placements and permanency plans are done in accordance with Aboriginal and Torres Strait Islander placement principals;
- Culturally & linguistically diverse children and young people have plans in keeping with their culture;

- Support connections to family, culture and community;
- Support culturally appropriate case work practice.

#### 10. **Accountability**

- Accept line management from the Operations Manager, SILARS
- Maintain client records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House including but not limited to Keep Them Safe, Mandatory Reporting and WHS;
- Have a clear understanding of confidentiality & privacy issues pertinent to service users & the Agency;
- Recognise and monitor job stress and personal needs and take active responsibility for your own wellbeing in the workplace.

#### 11. **Work within a Legal & Ethical Framework**

- All work must be carried out in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines;
- Maintaining the privacy and confidentiality of sensitive information on children and young people including; personal, educational, medical & financial information.
- Maintain compliance with NSW Child Safe Standards for Permanent Care;
- Be aware of relevant legislation and mandatory obligations on all issues pertaining to young people; Keep Them Safe legislation and initiatives, Interagency Guidelines and Reportable Conduct / Mandatory Reporting for reporting children at risk.

#### 12. **Work Health and Safety**

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to the Operations Manager SILARS and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;
- Act as a role model for young people in regards to personal standards of hygiene & cleanliness.

#### 13. **Other Organisational Requirements**

- Attend any training (internal and external) as directed, and demonstrate a commitment to continual learning;
- From time to time travel will be required (for example, to meet with Foster Carers and children and young people or for training) outside of normal hours;
- Contribute to the promotion of the organisation by networking;
- Work as an active member of the wider Veritas House team assisting in other appropriate tasks as required, or as directed from time to time by Operations Manager SILARS an Executive Officer;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the Agency's mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;
- Ensure the effective maintenance and repair of all property, vehicles and equipment to appropriate standards that reflect the clients' needs and safety of all stakeholders.
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.



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## Conditions of Employment

All Veritas House workers are bound by the terms and conditions contained in the Veritas House Employment Agreement, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the Veritas House Staff Code of Conduct, as amended and as endorsed by the Veritas House Management Committee from time to time.

Veritas House reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by the Executive Officer.

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## Selection Criteria

### Essential Criteria:

1. Minimum Diploma level qualification in Community Services, Youth Work or similar along with experience working with youth and families in a community services environment.
2. Demonstrated leadership, coaching and team development skills.
3. Strong understanding of trauma and its impact on the development and behaviour of children and young people.
4. Highly developed analytical casework skills, including well developed and effective interpersonal and written communication skills, and high-level negotiation and mediation skills.
5. Demonstrated ability to develop and maintain a partnership approach with colleagues, the community and other agencies in all aspects of work.
6. Experience or knowledge of the Children's Guardian accreditation process and NSW Statutory Out of Home Care Standards.
7. High level of written, verbal and computer-based communication skills, including the use of data and case management reporting portals.

### Desirable Criteria:

8. Experience in the Out of Home Care / Foster Care sector.

A current unencumbered driver's license, clear Working with Children Check and the right to work in Australia are pre-requisites for this position.