

Position Description



Job Title	Family Support Team Supervisor
Location	Malvern
Department	Family Support Team
Reporting To	Direct: Family Support Team Manager - Indirect: Family Support Team Deputy Manager - Regional
Main Purpose of Position	<ul style="list-style-type: none"> • Providing supervision to the Metro Family Support Team consisting of 10 allied health professionals. • Working effectively as part of a skilled, creative, professional and compassionate team
Number of Direct Reports	None
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Family Support Team Manager • Deputy Family Support Team Managers – Metro & Regional • Hospice Manager • Volunteer co-ordinator • Family Support Team and Hospice Staff <p>External:</p> <ul style="list-style-type: none"> • Very Special Kids families • Very Special Kids volunteers • Hospitals and allied health providers • Community agencies

KEY SELECTION CRITERIA

Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in social work, psychology, family therapy or equivalent • Post graduate training in supervision practice
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Experience Skills and Knowledge	<ul style="list-style-type: none"> • Demonstrated ability to work with children and families with issues of illness, disability, grief and loss • Demonstrated experience providing therapeutic interventions including formal counselling and emotional support to one or more family members • Demonstrated understanding and application counselling theoretical frameworks • Demonstrated experience undertaking psychosocial assessment and the development, implementation and review level of support required to meet the changing needs of families • Demonstrated capacity and experience in working collaboratively with other stakeholders and systems including making appropriate referrals to external agencies • Extensive experience in providing supervision to allied health staff and engaging in performance development and review processes • Ability to work in collaboration with colleagues within a multi-disciplinary team, as well as with the broader Very Special Kids community • Excellent communication and interpersonal skills including written and oral skills • Demonstrated presentation /public speaking skills • Strong computer word processing and administration skills with capacity to troubleshoot software and hardware issues as required
Values and Attributes	<ul style="list-style-type: none"> • Commitment to child-safe work practices and working in a child-safe environment • Commitment to the provision of family centred care • Commitment to the purpose, values and philosophy of Very Special Kids • Ability to reflect on own work practice, undertake professional development and self-care • Commitment to quality improvement and ongoing evaluation • Commitment to contributing to a harmonious work environment

KEY AREAS OF RESPONSIBILITY	
Organisation	Key Performance Indicators
Communicating effectively to build positive and harmonious working relationships within the organisation	<ul style="list-style-type: none"> • Open and positive relationships with other staff • Regular formal and informal communication across all teams • Demonstrated commitment to team work, working within a multi-disciplinary team • Engage in quality improvement through involvement in FST related committees
Represent Very Special Kids in a professional and appropriate manner according to the values of the organisation	<ul style="list-style-type: none"> • Maintain and build the reputation of the organisation
Community	Key Performance Indicators
Network with appropriate external or referral bodies and represent Very Special Kids within the community, including public presentations as required	<ul style="list-style-type: none"> • Very Special Kids profile is maintained and expanded in a positive manner • Appropriate referrals are effected • Membership of relevant community groups • Public presentations are professionally delivered

Family	Key Performance Indicators
Ensure maintenance of confidential records of families	<ul style="list-style-type: none"> • All records maintained in accordance with the Very Special Kids Privacy and Confidentiality policies
Management of Self-Managed and Bereaved Self-Managed Caseload	<ul style="list-style-type: none"> • Keep up to date annual reviews. • Respond to requests accordingly.
Co-ordinate complaints and grievances related to families in line with approved policy	<ul style="list-style-type: none"> • All complaints and grievances dealt with in accordance with approved organisational policies
Family Support Team Staff	Key Performance Indicators
Provide clinical supervision and leadership to Family Support Team Staff including the implementation of performance appraisals and professional development plans.	<ul style="list-style-type: none"> • Staff are consulted, provided with direction and supported on an ongoing basis and through change processes. • Performance Development Plans are reviewed on a biannual basis.

Patient Safety and Quality	Key Performance Indicators
Be familiar with the patient safety and quality requirements of the National Safety and Quality and Health Service Standards as they apply to Very Special Kids. These requirements are to be included as agenda items in relevant meetings and you must fulfil all necessary planning and training obligations as appropriate to your role, or those of any direct reports.	<ul style="list-style-type: none"> • Participation in patient safety and quality improvement activities. • 100% completion of mandated training.
OHS	Key Performance Indicators
Comply with OHS policies and procedures including safe operating procedures, wearing any personal protective equipment indicated, use other safety & emergency equipment provided as directed, assist with the preparation of risk assessments as requested, report any hazards, near misses, incidents or injuries sustained in the workplace to your Manager as soon as possible. In addition attend mandated OHS training as required and keep your immediate workplace clean, tidy and free of trip hazards.	<ul style="list-style-type: none"> • 100% attendance/completion of OHS mandated training.

CONDITIONS OF SERVICE	
Hours	Part time – 4 days per week i.e. 60 hours a fortnight. Position may require out of hours work.
Other	Current driver's licence required
Salary Package	Competitive salary, plus superannuation and salary packaging.
Tenure	9 month fixed term contract
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check.

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

APPROVALS	
Created by:	Rachel Ficus & Katrina Hall
Approved by:	Rachel Ficus
Date of Last Update	05.03.2018