

Position Description



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| Position Title: | Family Support Team Manager |
| Location: | Malvern |
| Department | Family Support Team |
| Reporting To: | General Manager – Service Delivery & Improvement |
| Main Purpose of Position: | The Family Support Team Manager oversees the daily operations of the Family Support Team. This includes the delivery of programs as resourced within the budget, managing the recruitment, supervision and performance of family support team employees, and supporting and contributing to the ongoing development of quality service delivery. |
| Number of Direct Reports | 9 – direct 12 – indirect |
| Decision Making Authority | As per Very Special Kids' Delegation of Authority |
| Key Relationships | <p>Internal:</p> <ul style="list-style-type: none"> • Chief Executive Officer • General Manager - Service Delivery and Improvement • Hospice Manager • Family Support Team • Hospice Staff • Management Team • Supporter Care and Administration Officer <p>External:</p> <ul style="list-style-type: none"> • Very Special Kids Families • Very Special Kids Volunteers • Referral sources and other related service providers including the Royal Children's Hospital, Monash Medical Centre, Victorian Paediatric Palliative Care Program and community palliative care providers |

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| Key Selection Criteria | <p>Qualifications/ Education Training and Work Experience</p> <ul style="list-style-type: none"> • Tertiary qualification in social work, psychology or equivalent • Proven management experience in a health or community services organisation • Demonstrated experience in building and maintaining an engaged and cohesive team that delivers a range of high quality person and family centred services and a positive work culture in line with the organisation's values • Post graduate qualifications in grief and bereavement, or relevant field (preferable but not essential) <p>Knowledge and Skills</p> <ul style="list-style-type: none"> • Highly developed strength in building and maintaining strong relationships with individuals, clients and peers. • Expertise working directly with individuals/families within a health setting • Proven program management skills including planning, evaluation, quality improvement and policy development • Strong stakeholder management and influencing skills, including the ability to handle sensitive issues. • The ability to think broadly and conceptually with long term focus to inform the development of strategy. • Proven organisational and time management skills • Demonstrated ability in the use of client information management systems • Demonstrated understanding of clinical supervision and counselling theoretical frameworks • Excellent communication and interpersonal skills including written, oral and computer skills. <p>Personal Attributes</p> <ul style="list-style-type: none"> • Personable and able to quickly form good relationships with a diversity of personality types. • Commitment to the purpose, values and philosophy of Very Special Kids |
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Key Areas of Responsibility

Service Delivery

Key Performance Indicators

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| Ensure effective clinical governance of services including the ongoing development of integrated work practices across all service delivery areas | <p>Development and oversight of safe and appropriate policies and procedures, and monitoring of their effectiveness.</p> <p>Monitoring of service performance and quality data, and implementation of strategies to address any identified issues</p> <p>Active contribution to Clinical Risk and Governance, Service Delivery meetings, and Diversity Committee</p> |
| Implement quality improvement initiatives and ensure compliance with National Safety and Quality Health Service (NSQHS) Standards | <p>Implementation of strategies to address relevant aspects of the NSQHS Standards including standard lead responsibilities</p> <p>Regular review and evaluation of family support services and programs and</p> |

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| | <p>identification of opportunities for improvement.</p> <p>Active participation in Quality Management Committee meetings</p> |
| <p>Provide leadership in the development of an organisational culture that partners with consumers in the delivery of their own care, as well as in the planning, design, delivery, measurement and evaluation of systems and services</p> | <p>Chair the Family Advisory Committee</p> <p>Develop and oversee staff training on partnering with consumers</p> <p>Organization wide compliance with the Partnering with Consumers standard.</p> <p>Active participant in VSK Consumer engagement strategy</p> |
| <p>Engage in referral, intake and allocation of new VSK families and ensure adherence to VSK eligibility policies and procedures.</p> | <p>Participation in Intake & Review Committee meetings and Metro Team Meetings</p> |
| <p>Network with external bodies including hospitals, community service providers and community palliative care services, and represent Very Special Kids on relevant committees</p> | <p>Collaborative working relationships are in place to enhance service delivery to families.</p> <p>Engagement in regular network meetings including Children Cancer Network.</p> |
| <p>Participate in the development and review of Family Support Team committees and working groups</p> | <p>Chair the Family Support team meeting</p> <p>Oversee the effectiveness of relevant working groups</p> |
| <p>Promote harmonious working relationships within the organisation and effective communication between teams</p> | <p>Regular formal and informal communication within the Family Support Team and other VSK teams.</p> |
| <p>Participate in implementation of new systems and processes to support service delivery</p> | <p>Ensure that appropriate training and education is provided to all team members.</p> |

Leadership

Key Performance Indicators

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| <p>Participate in strategic planning and implementation of service delivery objectives.</p> | <p>Development of the annual FST Business Plan and implementation of identified initiatives</p> <p>Participate in an annual review of the organisation's strategic direction</p> |
| <p>Staff management of the Family Support Team, including recruitment, goal setting, coaching, direction for workflow and reviewing performance and development.</p> | <p>Performance and development plans completed, and regular progress reviews undertaken</p> <p>Team supported with goal setting, coaching, development and succession planning. (KEEP)</p> |
| <p>Communicate and promote a positive working environment and culture within the Family Support Team.</p> | <p>Employee Survey results are reflective of a positive culture and strong team relationships.</p> |

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| Contribute to the development of funding submissions relating to the Family Support Team and relevant joint service delivery initiatives | Provide all required information to fundraising staff regarding funding submissions |
| Identify and understand risks associated with the delivery of family support services and ensure appropriate mitigation strategies are implemented | 6 monthly risk reviews are undertaken and any identified risks appropriately managed and reported through the VSK risk management process |
| Understand legislative and other obligations relevant to the delivery of family support services and ensure compliance | All legislative compliance obligations identified by Health Legal as relevant to the FST are reviewed and processes are in place to ensure compliance where relevant. The contract and compliance register is contains all requirements relevant to the FST and these are adhered to. |
| Participate in organisation wide decision making | Attendance and active contribution to Executive Management Team meetings. |
| Facilitate all communications requests for family involvement in media opportunities | Appropriate families are selected for media opportunities. |

Family Support Services

Key Performance Indicators

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| Manage the Family Support Team within the approved budget and resources allocated and ensure efficient use of organizational resources. | Family Support services will be delivered efficiently and within the proposed budget. |
| Oversee all group programs facilitated by the team and ensure that processes and budgets are adhered to | All group programs will be facilitated and evaluated by the team and delivered within budget requirements. |
| Ensure appropriate clinical supervision is in place for all relevant FST staff | Clinical service delivery is appropriate and effective, and FST staff are well supported. |
| Oversee the Family Services Volunteer Program through the supervision of the Volunteer Coordinator | Effective recruitment and retention of Family Service volunteers. The support provided by volunteers is of high quality and in accordance with VSK policies and procedures. |
| Develop the presence of the Family Support Team in the community education space | Chair the Community Education working group and implement identified initiatives. |
| Ensure maintenance of confidential family records and adherence to the VSK Privacy and Confidentiality Policy. | All records maintained in accordance with the Very Special Kids Privacy and Confidentiality policies. |

Quality, Safety and Improvement

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| VSK Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by: |
| <ul style="list-style-type: none">• Acting in accordance and complying with all relevant Safety and Quality policies and procedures• Identifying risks, reporting and being actively involved in risk mitigation strategies• Participating in and actively contributing to quality improvement programs• Complying with the requirements of the National Safety & Quality Health Service Standards• Complying with all relevant clinical and/or competency standards• Complying with the principles of Patient and Family Centred Care that relate to this position |

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| Conditions of Service | |
| Hours | 60-75 hours per fortnight (negotiable). Position may require some out of hours work. |
| Other | Current driver's licence required |
| Salary Package | Competitive salary, plus superannuation and salary packaging. |
| Tenure | Permanent position after completion of six months probationary period. |
| 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.

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| Approvals | |
| Created by: | Angie Dredge |
| Approved by: | Michael Wasley |
| Date of Last update: | 13/10/2021 |