

Community Living Association Inc is seeking to employ an enthusiastic and passionate person to fill **BEROS Team Leader** position. Social Work qualifications preferred.

BEROS works with young people in the care of Child Safety who are in non-approved placements (self-placing) which can include couch surfing and sleeping rough.

The Team Leader is a full time maternity leave locum position, on a 15 month contract Remuneration is at SCHCADS Level 6 (Social and Community Services Pay Scales). There is opportunity to increase your income through inclusion in our salary sacrificing program.

About BEROS

BEROS is an innovative program providing case management and outreach , overnight support and after hours outreach to young people in the care of Child Safety living in non-approved placements. BEROS operates from a trauma informed, harm minimisation approach. BEROS operates from three sites – Wavell Heights, Petrie and Currimundi and requires the ability to travel throughout the Brisbane surrounds, and North to Gympie.

About the role

- BEROS Team Leader provides leadership to BEROS team.
- Supervises 6 case managers. 3 Senior case manager who manage each BEROS site and 3 case managers
- Maintains BEROS practice quality.
- Oversees regular team meetings, supervisory arrangements and service development meetings.
- Will be required to travel between the three service sites.
- Responsible for direct recruitment of senior case managers, case managers and overnight support staff.
- Liaise with senior Child Safety officials.
- Participate in budget preparation and authorise expenditure by team.
- Co-ordinate reporting to Department and to CLA.
- Report to CLA Practice Manager.
- Shares on call duties with 6 case managers.
- Will require supervision skills.
- Knowledge of Child Safety.

A position description is attached.

How to apply

Applications need to include a cover letter, recent resume and responses to selection criteria that detail your skill knowledge and practice (between $\frac{3}{4}$ to 1 A4 page). Applications that do not include a response to the selection criteria will not be considered.

Applications to reception@communityliving.org.au by 5 pm Wednesday, 25th August 2021.

BEROS

Brisbane Emergency Response Outreach Service

ROLE DESCRIPTION

BEROS TEAM LEADER

BEROS is a consortium service with Micah Projects Inc which provides outreach case management, overnight support and afterhours outreach to support to young people in the care of Child Safety, who are self-placing (living in non-approved placements). BEROS operates 365 days per year across 24 hours.

BEROS services Moreton Region Child Safety and Lower Central Queensland with sites based at- Wavell Heights, Petrie and Currimundi. Servicing the below service centres:

- Chermside
- Alderley
- Mt Gravatt
- Cannon Hill
- Forest Lake
- Inala
- Caboolture
- Morayfield
- Redcliffe
- Strathpine
- Caloundra
- Maroochydore
- Gympie

It is a requirement the team leader regularly travels between sites, including Child safety service centres and BEROS houses.

The service acknowledges the diverse communities within the catchment area, and aims to be inclusive of Indigenous, Culturally and Linguistically Diverse and Lesbian, Gay, Bisexual, Transgender and Disability communities and individuals.

Purpose of this position:

The purpose of BEROS team Leader position is to lead, support and manage the BEROS program to deliver services to young people in the care of child safety who are self-placing (see tasks).

This role includes oversight of operations and practice, development and maintenance of strategic relationships and reporting service outputs to the funding department.

Tasks Include:

- Support to Senior Case Managers & other staff to fulfil their obligations of day to day house/office operations.
- Intake and case delegation.
- Developing and maintaining policy and practice in BEROS.
- Provide day to day support to Senior Case Managers and Case Managers as well as regular supervision.

- Oncall support on a 7 weekly roster, plus provide oncall support at anytime in relation to critical incidents and exceptional departmental requests.
- Provide and approval regarding decisions and direction.
- Such areas include:
 - all workload issues (e.g. caseload quantity, undertaking of group work and projects)
 - content of work plans,
 - professional development,
 - leave applications,
 - official correspondence,
 - complaints,
 - policy advocacy, policy positions which are counter to agency policy or where agency policy is unclear,
 - critical incidents (e.g. potential harm to young person, worker or others).
- Participate in BEROS staff recruitment, selection and carry out probation and performance reviews for Senior Case Managers and Case Managers.
- Liaise with CLA Co-ordinator or nominee on issues which may require direction; and where existing BEROS policy and procedure do not provide adequate direction.
- Liaise with CLA Co-ordinator or nominee on all service delivery, staff, budget, resource, policy issues and reporting issues.
- Report regularly to CLA Co-ordinator or their nominee.
- Participate in budget preparation and authorize expenditure within budget allocations.
- Managing relationship with Child Safety: for example maintaining regular contact with Regional Executive Directors, Regional Directors, Contract Management, Placement Support Services and other key stakeholders.
- Leadership of the BEROS program.
- Managing consortium relationship including facilitating the whole of BEROS team meetings, quarterly professional development and maintaining relationship with Street to Home Coordinator and/or delegate.
- Advocacy and practice leadership in the sector in relation to young people who are self-placing.
- Supporting the team to practice within a trauma informed practice framework and incorporating harm minimization principles.
- This role is paid at a SCHADS level 6; please refer to the award for characteristics of the level.

Line of Authority:

- To CLA Inc Co-ordinator or nominee. Nominee is Practice Manager.

Team Leader – BEROS SELECTION CRITERIA

The successful candidate will have a demonstrated ability and/or capacity to perform the tasks outlined in the selection criteria listed. Please note – it is essential to write half a page to one page responses for each selection criteria (with the exception of SC7, SC8).

SC1 - Personal practice framework that informs your approach to working towards the best possible outcomes for young people in the care of child safety.

SC2 - Ability to lead, supervise and support a team of workers.

SC3 – Ability to build and maintain strategic relationships with government and non-government agencies.

SC4 - Demonstrated administration and management abilities.

SC5 – Knowledge of Trauma informed practice, and Harm minimisation principals and the demonstrated ability to implement.

SC6 - Demonstrated ability to deal with conflict, ethical dilemmas and practice dilemmas.

SC7 – A current driver's license, own car, eligibility for blue card and yellow card with concurrent exemption.

SC8 – Degree in Social Work or similar preferred.

In responding to Selection Criteria, please **use examples of work** that you have been involved in.

Applications in writing to:
Co-ordinator
C.L.A. Inc
5 Nundah Street
NUNDAH QLD 4012

Or emailed to: reception@communityliving.org.au

[Applications close 5 pm, Wednesday 25th August 2021](#)

The application is to include the following:

- A brief letter stating the position title of the vacancy and your name, address and phone number.
- A resume/curriculum vitae.
- Your response to each of the selection criteria. Applicants who do not address all selection criteria will not be considered.
- The name, positions and phone number of at least two (2) referees who can comment on your abilities regarding the selection criteria.

Community Living Association

POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potential not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether a) this might prevent them applying for a job at CLA or b) whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 2.4.12 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include: self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.