

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Team Leader – Village Connect</b>
<b>DEPARTMENT:</b>	Community Programs
<b>OPERATIONAL BASE:</b>	Campbelltown/Carramar (travel across SWS required)
<b>CLASSIFICATION:</b>	HSM level 2
<b>STATUS:</b>	16hrs P/W. Contract end: June 30, 2026 (with potential for extension)
<b>VACCINATION CATEGORY:</b>	A
<b>RESPONSIBLE TO:</b>	Program Lead Systems Navigator

Current class C licence required

*\*\*\*Please note, Village Connect are also advertising for a Community and Family connector role and Father inclusion role and will be accepting applications for those who would like to apply for two roles, increasing hpw*

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### ABOUT VILLAGE CONNECT

Village Connect is a pilot project funded by DCJ, under the Investment Approach for Social Impact Strategy (IAFSIS). Karitane, Uniting and Sonder, provide holistic, wrap around supports to people pregnant or parenting, living in SWS with a child in the first 2000 days.

Our priority is to meet parents where they are on their parenting journey in a judgement free and flexible manner. Trust building for sustained engagement is a priority for our entire team.

The Village Connect Team Lead will work alongside our current Team Leader (of supports for parents 25y and younger) to provide oversight of the clinical flow of families into and through the stepped care programs provided. The primary function is to support the Program Lead with the day-to-day operational management and coordination of services. This includes triaging and allocating referrals, escalating complex cases, providing leadership and support to the Village Connect team (for parents over the age of 25years), managing the waitlist in partnership with the consortium and assisting staff with family management plans. The TL will support, mentor and coach a multidisciplinary team.

### ABOUT YOU

You will be a passionate about coaching, mentoring and supporting staff in a tailored way, building on their strengths and goals. The values of collaboration of partnership will be evident in your work and your approaches. You are agile and flexible in your thinking and outputs and can move the team through consultative change for the benefit of client outcomes. You will be passionate about embedding and combing client voices and data to demonstrate outcomes.

### ESSENTIAL CRITERIA

- Qualifications in Early Childhood Nursing/ Health Education/Social Work / Allied Health or other relevant health/ community services certificate/degree.
- Demonstrated experience supporting staff to work with children and families within a partnership and strengths-based framework to achieve agreed family goals and outcomes.
- Understanding of the service system and ability to work collaboratively with partner organisations.
- Demonstrated ability and experience providing leadership to a team and working with a multidisciplinary team.
- Experience working with families from diverse backgrounds including CALD, Aboriginal and Torres Strait

Islander, socially or geographically isolated families, people with a disability, those gender diverse and families of all different makeup.

- Demonstrated highly developed interpersonal, organisational and communication skills both written and verbal.
- Experience with computer applications, Microsoft suite, excel, databases and data and narrative reporting
- Knowledge of the first 2000 days framework and importance of early intervention

## RESPONSIBILITIES

### RESPONSIBILITIES

Karitane programs provide safe, effective, evidence based quality care consistent with the Karitane vision and values, and adhere to the Professional and NSW Health code of conduct. Key responsibilities include:

- Coordinate and deliver the Village Connect supports under the Agreement.
- Provide leadership and support to the implementation of the Village Connect supports.
- Work directly with families and staff to ensure safe effective care for families .
- Coordinate referrals and case allocation to facilitate timely and appropriate access to care.
- Support team members to understand the vision, values and direction of the organisation and translate them so the team understands how they relate to their everyday practice.
- Ensure that the planning process and services provided are delivered in an effective and culturally informed way to maximise outcomes for families.
- Support and contribute to the outreach component of Village Connect in forming and developing strong partnerships, embedding Village Connect in the community.
- Represent the agency at external inter-agency and key stakeholder meetings as required.
- Participate in service reviews/ evaluations as required.
- Identify gaps in service delivery / policy and work to improve team outcomes.
- Support the Community Programs Manager and Program Lead System Navigator as required
- Ensure that all data is accurately collected and stored appropriately. Utilise the nominated Data portal to record outputs, demographics, and outcomes.
- Contribute to the development of a shared governance framework, policies and procedures
- Other tasks as requested for the benefit of families in Southwest Sydney accessing Village Connect

***To deliver an effective, best practice early intervention service system, the following practice principles should be embedded into the delivery of services. Early intervention services should be:***

- **Culturally safe and culturally led**, we respect, embrace and celebrate the culture and identity of the people we support, recognising that this empowers people to feel safe to be themselves and thrive in ways important to them.
- **Person Centred** with the child, young person and/or family at the centre and leading decision making.

- **Strengths Based** using a strengths based approach to service design and implementation that support people to build their capacity for change.
- **Evidence-Informed across the life course**, using natural development phases and transition points as 'triggers' for service delivery (for example becoming pregnant, first 2,000 days of a child's life, mothers returning to work, entry into early learning, starting school, transition to high school)
- **Holistic and collaborative** working in partnership with other relevant services and/or organisations to achieve better outcomes with children, young people and families.
- **Capability building** to build social capital within communities.
- **Trauma Informed** to recognise the impact of trauma on those accessing services, and develop and implement trauma informed policies and practices.
- **Flexible and Responsive** in working with families, recognising that families' needs are not static, and that families may be transitioning in and out of hardship and disadvantage over time.

## CONDITIONS OF EMPLOYMENT

Temporary part-time employment in accordance with

[Health Services Manager award](#)

Karitane services are provided at a number of sites across NSW.

The majority of Karitane services close for approximately two weeks over the Christmas/New Year period, during which time employees are required to take leave.

Karitane supports a smoke free environment including grounds, buildings and vehicles.

Applicants will have a commitment to EEO & WHS, ethical practice and the principles of cultural diversity.

Relevant Police Check, Working with Children Check, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants.

## Summary Role and Function

Karitane staff provide safe, effective, quality care consistent with the organisation's mission, philosophy and standards of care, and adhere to the Professional Code of Conduct.

## Statement of Duties

Listed are the primary Duties of this role and the Performance Standards required to undertake the duties.

### 1. Clinical

#### **Duties:**

To provide care in keeping with recognised standards where the primary objective is to assist the family in the management of their children in order to promote optimal health and well being. Care is provided within the framework of Karitane Policies and Procedures, Family & Community Services Funding Agreements and the Families NSW Initiative

#### **Performance Standard**

This is demonstrated by your ability to:

- Assist with the development of the program.

- Community development and liaising with others involved for the prevention of child abuse and neglect using an early intervention framework
- Assist with the coordination/facilitation of activities for families, such as supported playgroups, picnics, social events and education sessions
- Maintain close contact with referring agencies and services
- Promote the aims of the program within the community
- Actively liaise with individuals and agencies working in the same area
- Ongoing monitoring of family interactions including the provision of guidance, advice, support and referral
- Participate in professional consultation and interagency meetings as required

## **2. Organisational**

### ***Duties:***

To participate in the smooth operation of Karitane in accordance with the mission statement and business plan.

### ***Performance Standard:***

This is demonstrated by your ability to :

- Attend and actively participate in meetings and attend organisational staff meetings as required.
- Participate in program planning and working parties.
- Consult as appropriate with the multidisciplinary team
- Maintenance of personal records.
- Maintenance of activity records, database management, statistics, reporting and information systems
- Undertake new or additional tasks as directed by management in response to the work setting.
- Be aware of budgetary constraints in the delivery of care
- Promote harmonious relationships with the organisation
- Deal with conflict effectively
- Act in accordance with the policies and procedures of Karitane.
- Submit regular reports, or as requested, to Program Lead and Systems Navigator
- Participate in preparation of monthly reports to Program Lead and Systems Navigator
- Participate in on-going evaluation of the program.
- Participate in supervision as required.

## **3. Professional Practice and Development**

### ***Duties***

- To practice in accordance with the recognised standards, the Codes of Ethics Professional Conduct, and legislation.
- To pursue professional development opportunities that support best practice in the field.

### ***Performance Standard***

This is demonstrated by your ability to:

- Continually update your knowledge through self-initiated learning and participation in education programs
- Contribute to research and development of child and family health.
- Participate in decision making about health care planning, practice and evaluation.
- Participate in professional activities, particularly those concerning child and family health

- Develop and demonstrate an awareness of multicultural values, beliefs and practices to facilitate communication with clients and families.
- Contribute to the professional development of colleagues
- Participate in the Performance Management Process
- Maintain professional registration as required; take responsibility for advising administration of the same.
- Take responsibility for participating in annual mandatory education activities.

### **QUALITY IMPROVEMENT**

#### **Duties**

To participate in outcome based quality improvement activities that optimise levels of care, and improve customer satisfaction.

#### **Performance Standard:**

This is demonstrated by your ability to:

- Evaluate practice and identify areas that could be improved
- Engage with young Mums accessing the program to provide feedback on how the program and systems can be improved
- Participate in Quality Management activities and Accreditation program

### **ABOUT US**

Established in 1923, Karitane is a dynamic and innovative not for profit health organisation and registered charity providing early parenting services. We support families with children from birth to 5 years of age through building parenting capacity, enhancing parent child relationships and strengthening a family's connections with supports in their community. Our services are evidence based and delivered by a caring and highly trained professional team of child and family health nurses, paediatricians, social workers, psychologists and psychiatrists offering complete, holistic care.

### **OUR CARE**

Karitane staff provide safe, effective, family-centred quality care consistent with the organisation's mission, philosophy, values and standards of care, and adhere to the Professional Code of Conduct.

### **OUR VISION**

Our impact will enable children to have the best start in life.

### **OUR PURPOSE**

We are trusted early parenting experts empowering families and children to be healthy, confident and resilient.

### **OUR VALUES**

- **Respect - Our Relationships**

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family & child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

- **Innovation –Our Future Focus**

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence-based practice and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

- **Collaboration - Our Partnership Approach**

We seek to collaborate with our families, our colleagues and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach and appropriate and timely communication.

- **Excellence - Our Standard**

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness and a commitment to continuous learning.

### **Child Safe Standards**

Karitane is committed to providing a safe, inclusive, and empowering environment for all children and young people. We are dedicated to upholding the Child Safe Standards, all staff share responsibility for maintaining a child safe culture. See our Child Safe Statement [here](#).

### **SUPPORTING OUR PEOPLE**

Karitane is a family-friendly, flexible workplace with a strong culture of success that reflects our values of innovation, excellence, respect and collaboration. We are a passionate, dynamic and highly engaged team making a difference to families' lives. We support each other and provide excellent professional development opportunities. We offer a comprehensive well-being support package, Employee Assistant Program, Perkbox reward & recognition program and discounted gym membership. If you come from NSW Ministry of Health or other affiliated health organizations you can transfer your leave entitlements to Karitane.

### **UNIVERSAL STATEMENT OF OBLIGATIONS**

#### **EDUCATION AND PROFESSIONAL DEVELOPMENT**

- Pursue appropriate continuing education and professional development.
- Attend mandatory training in Fire, Manual Handling and other training as required.
- Recognise and respond to the need for accurate health promotional information for clients, visitors and other members of staff.

#### **CLINICAL AND/OR CORPORATE GOVERNANCE**

- Identify the needs of clients and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

#### **CODE OF CONDUCT**

- Adhere to the NSW Ministry of Health and SWSLHD professional Code of Conduct and Ethics.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right

to be involved in decision-making affecting their health care.

- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.
- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

#### **WORK HEALTH & SAFETY, SECURITY AND FIRE SAFETY**

- Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
- Adhere to Karitane's Work Health and Safety policy and procedures.
- Commitment to and understanding of NSW Health Smoke Free- free Health Care Policy.
- Assist with the security of the building through the correct handling of keys.
- Report any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
- Adhere to Karitane's procedures for 'Risk Management' of identified risks.
- Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
- Attend education sessions regarding WHS, security & fire safety.
- Follow the protocols for Incident Management & Reporting.
- Participate in security risk identification/assessment & report any suspicious occurrences/ potential for aggressive episodes.
- Assist management in the creation and maintenance of a 'zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

#### **EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION**

- Be aware of and act within the bounds of the EEO Policy of SWSLHD.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SWSLHD.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of Non English Speaking Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Harassment will not be tolerated in any form, i.e. behaviour, verbal or physical, which is unwelcome, persistent and/or offensive.

#### **PERFORMANCE MANAGEMENT**

Performance appraisal will be carried out at three months and then annually with your Manager.

#### **EXIT INTERVIEWS**

Participate in an Exit interview on termination.

#### **Employees Declaration**

I have read this position description, I understand the position requirements and position demands checklist (attached) and agree that I can fulfil these requirements to the standards outlined.

I am not aware of any reason, which might interfere with my ability to perform the inherent position requirements and position demands of this position.

I am aware that my ongoing employment will be subject to my continued compliance with the relevant NSW Health policy directive/s concerning Immunisation Compliance, Occupational Assessment, and Screening & Vaccination against Specified Infectious Diseases. I am aware that I must ensure that myself and those staff reporting to me are made aware of, and comply with the requirements of, this/these policy directive/s I am aware that any false or misleading statements may threaten my appointment or continued employment with Karitane.

I agree to comply with the policies of NSW Health & Karitane

I also agree to strictly observe the policy on confidentiality of staff and patient information or such other sensitive or confidential information that I may come across in the course of my employment.

I am aware that during the course of my employment, regular criminal record checks and Working with Children's Checks will be conducted with my knowledge to ensure my ongoing suitability for employment.

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**Employee's Name**

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**Signature**

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**Date**

I have explained the duties and responsibilities of this position to the employee.

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**Chief Executive Officer**

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**Signature**

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**Date**

POSITION DEMANDS CHECKLIST	
PHYSICAL DEMANDS	FREQUENCY
<b>Sitting</b> - remaining in a seated position to perform tasks	<b>Frequent</b>
<b>Standing</b> - remaining standing without moving about to perform tasks	<b>Frequent</b>
<b>Walking</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	<b>Frequent</b>
<b>Running</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	<b>Infrequent</b>
<b>Bend/Lean Forward from Waist</b> - Forward bending from the waist to perform tasks	<b>Occasional</b>
<b>Trunk Twisting</b> - Turning from the waist while sitting or standing to perform tasks	<b>Occasional</b>
<b>Kneeling</b> - remaining in a kneeling posture to perform tasks	<b>Occasional</b>
<b>Squatting / Crouching</b> - Adopting a squatting or crouching posture to perform tasks	<b>Infrequent</b>
<b>Leg / Foot Movement</b> - Use of leg and / or foot to operate machinery	<b>Not Applicable</b>
<b>Climbing (stairs/ladders)</b> - Ascend / descend stairs, ladders, steps	<b>Infrequent</b>
<b>Lifting / Carrying</b> - Light lifting & carrying: 0 - 9 kg	<b>Infrequent</b>
<b>Lifting / Carrying</b> - Moderate lifting & carrying: 10 - 15 kg	<b>Infrequent</b>
<b>Lifting / Carrying</b> - Heavy lifting & carrying: 16kg & above	<b>Not Applicable</b>
<b>Reaching</b> - Arms fully extended forward or raised above shoulder	<b>Occasional</b>
<b>Pushing / Pulling / Restraining</b> - Using force to hold / restrain or move objects toward or away from the body	<b>Infrequent</b>
<b>Head / Neck Postures</b> - Holding head in a position other than neutral (facing forward)	<b>Occasional</b>
<b>Hand &amp; Arm Movements</b> - Repetitive movements of hands and arms	<b>Frequent</b>
<b>Grasping / Fine Manipulation</b> - Gripping, holding, clasping with fingers or hands	<b>Frequent</b>
<b>Work At Heights</b> - Using ladders, footstools, scaffolding, or other objects to perform work	<b>Not Applicable</b>

<b>Driving</b> - Operating any motor powered vehicle	<b>Infrequent</b>
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Sight</b> - Use of sight is an integral part of work performance e.g. computer screens	<b>Constant</b>
<b>Hearing</b> - Use of hearing is an integral part of work performance e.g. Telephone enquiries	<b>Frequent</b>
<b>Smell</b> - Use of smell is an integral part of work performance e.g. Working with chemicals Not	<b>Infrequent</b>
<b>Taste</b> - Use of taste is an integral part of work performance e.g. Food preparation Not	<b>Not Applicable</b>
<b>Touch</b> - Use of touch is an integral part of work performance	<b>Infrequent</b>
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Distressed People</b> - e.g. Emergency or grief situations	<b>Infrequent</b>
<b>Aggressive &amp; Uncooperative People</b> - e.g. drug / alcohol, dementia, mental illness	<b>Infrequent</b>
<b>Unpredictable People</b> - e.g. Dementia, mental illness, head injuries	<b>Infrequent</b>
<b>Restraining</b> - involvement in physical containment of patients / clients	<b>Not Applicable</b>
<b>Exposure to Distressing Situations</b> - e.g. Child abuse, viewing dead / mutilated bodies	<b>Infrequent</b>
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Dust</b> - Exposure to atmospheric dust	<b>Not Applicable</b>
<b>Gases</b> - Working with explosive or flammable gases requiring precautionary measures	<b>Not Applicable</b>
<b>Fumes</b> - Exposure to noxious or toxic fumes	<b>Not Applicable</b>
<b>Liquids</b> - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	<b>Not Applicable</b>
<b>Hazardous substances</b> - e.g. Dry chemicals, glues	<b>Not Applicable</b>
<b>Noise</b> - Environmental / background noise necessitates people raise their voice to be heard	<b>Infrequent</b>
<b>Inadequate Lighting</b> - Risk of trips, falls or eyestrain	<b>Not Applicable</b>

<b>Sunlight</b> - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	<b>Infrequent</b>
<b>Extreme Temperatures</b> - Environmental temperatures are less than 15C or more than 35C	<b>Infrequent</b>
<b>Confined Spaces</b> - areas where only one egress (escape route) exists	<b>Not Applicable</b>
<b>Slippery or Uneven Surfaces</b> - Greasy or wet floor surfaces, ramps, uneven ground	<b>Infrequent</b>
<b>Inadequate Housekeeping</b> - Obstructions to walkways and work areas cause trips and falls	<b>Not Applicable</b>
<b>Working At Heights</b> - Ladders / stepladders / scaffolding are required to perform tasks	<b>Not Applicable</b>
<b>Biological Hazards</b> - e.g. exposure to body fluids, bacteria, infectious diseases	<b>Not Applicable</b>

**STATEMENT OF PHYSICAL STATUS**

I have read the inherent job requirements for the position. I understand the listed physical, sensory, psychosocial and environmental requirements and the hazards of the position and mark the declaration below:

- I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position.
- I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements. Any adjustments I may need have been discussed with positions manager, prior to completing the health declaration.

I am aware that any false or misleading statements may threaten my appointment or continued employed with Karitane.

Employee Name:

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Please print

Employee Signature:

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Date:

/ /

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Manager's Name:

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Please print

Manager's Signature:

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Date:

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