



Lifestyle
Solutions

National Director - Family Based Care

Role Statement

Our Purpose

To enable the people we support and their communities to achieve what is important to them

Our Values

Own It - How we get the job done

Respect Lives Here - How we treat other people

Keep Calm & Be Happy - How we interact with other people

Make It Matter - How we make a difference to other people

Our values drive our day-to-day behaviour – across our many group homes and all the locations in which we operate. They are the common threads that drive who we are, what we stand for and believe in, and how we care for, service, and support our customers.

We believe all people are equal.

We believe that everyone in society should be provided equal opportunity and equal respect.

Our Promise

We promise reliable, responsive, flexible, friendly, empathetic and caring service.

Our Behaviours

1. I show up in a constructive mood
2. I ask questions to listen and understand
3. I encourage others to share their views
4. I speak up
5. I reflect on how I get things done
6. I get behind decisions once they are made
7. I do what I say I will

Child and Family Services Commitment

Our children and young people and their families experience love, care, safety, choice of decision making and empowerment in their own lives.

Position National Director – Family Based Care

Role Summary

The National Director Family Based Care reports to the Executive Director Child and Family Services. This role leads National Foster Care teams for Child and Family Services to ensure the requirements for the young people support, the community, State Governments and legislation are met by:

- Leading innovation in the family-based care portfolio for Lifestyle Solutions and across the sector
- Providing an exceptional experience for carers
- Ensuring high quality service delivery across multiple jurisdictions
- Growing the Family based care portfolio across Lifestyle Solutions

Key Internal and External Relationships

- National Leadership Team
- Executive Leadership Team
- Clinical and Practice Team
- Operational Excellence
- Foster Care Case Managers
- Foster Carers
- Foster Care young people
- Foster Care Coordinators
- Corporate Services
- Relevant Government Departments and regulators
- Peak bodies
- Other family-based care agencies

Role Responsibilities

Lead Innovation in Family Based Care

- Develop and implement an evidence model of family based care which provides exceptional experiences for carers, children, young people and families
- Identify opportunities for continuous improvement and new processes to enhance delivery of family-based care services
- Develop and implement pathways for the voices of children, young people, families and carers to be heard and to influence service delivery on an ongoing basis
- In partnership with other providers and peak agencies, establish a sector wide National Family Based Care Alliance to advocate for services, children, young people, carers and families

Support and Enable Service Delivery

- Lead the Foster Care service delivery teams and be accountable for performance of operations and effective and performance against contracts and community expectations
- Ensure and monitor compliance in relation to contractual, legislative and regulatory requirements
- Continuously improve the retention rate of carers across all forms of care
- Respond to complaints and critical incidents in a timely and professional manner

Stakeholder and Relationship management

- Collaborating with internal stakeholders to develop policies and systems to improve service quality, manage risk and ensure compliance with contracts, legislation, regulations, and policy
- Build and maintain external relationships including government, and non-government

agencies, peak bodies, regulators and community supporters

- Take an active role in planning and delivering community events in the effort of Carer recruitment and community education around out of home care
- Relationship management and networking, including facilitating networking and information sharing groups, facilitating regular meetings, providing regular communications and information about initiatives, regular consultation with key stakeholders and participating organisations; and leveraging market opportunities

People Leadership and Safety

- Be an inspirational Leader to the Family Based Care team by demonstrating courage in leadership and confronting issues and risks appropriately
- Responsible for resource management and succession planning for the Foster Care portfolio, including tracking performance against targets
- Documentation development including the planning, timelines, specifications, request for proposal documents, contracts and pre and post-market reports, and managing the tender processes from inception to completion

Ensure Quality and Compliance

- Systematically monitor regulatory and contractual changes (external standards)
- Systematically review internal policy and practice requirements (Internal standards and best practices)
- Regularly assess implications of changes in external and internal requirements for Lifestyle Solutions Policy and Practice frameworks and standards
- Systematically report on the adequacy of organizational policies and practices

Skills & Selection Criteria

- A tertiary qualification in Community Services, Leadership and/or Management or equivalent experience
- Minimum 5 years' experience in leading therapeutic out of home care and/or family-based care models with young people
- Demonstrated experience developing models of care and successfully implementing large scale change
- Demonstrated experience in delivering reflective practice in both group and individual settings
- Demonstrated knowledge and implementation of relevant legislation pertaining to children's services as well as publications which inform current thinking regarding good practice and the safeguarding of children.

Compliance with Policy and Code of Conduct

All team members at Lifestyle Solutions must comply with organisational policies and the Lifestyle Solutions Code of Conduct.

This role requires

- Up to date with COVID vaccinations (or evidence of a medical contraindication)
- Maintain required indemnity insurances (Professional and Public)
- Current Drivers Licence
- NDIS Worker Screening Check - prior to commencement
- Working with Children Check - prior to commencement
- NDIS Orientation Certificate - prior to commencement
- OCG Child Safe Training completion email
- Relevant probity clearance and willingness to undertake additional State/Territory checks