Position Description

Title	Team Leader
Business unit	Youth Residential Services, Southern Melbourne
Location	Traralgon
Employment type	Full time | Maximum term (6 months)
Reports to	Manager – Residential Services Gippsland

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice
Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The role of the Team Leader is to lead a team of front line staff who deliver high quality services to clients. The role ensures that team outputs are delivered in accordance with the program's business plans, funding body agreements, accreditation and program standards and relevant legislation, policies and procedures.

2. Scope

Budget: *nil*

People: Support Workers

3. Relationships

Internal

- All Children, Youth and Families staff
- All support and foundation staff

External

- Clients
- Families and Advocates
- Government funding bodies

4. Key responsibility areas

Service delivery

- Provide additional support to a residential unit when required
- Ensure that young people's rights and interests are protected at all times.
- Respect the young people as individuals and demonstrate respect for young people at all times.
- Identify needs and assist in the development and implementation of effective routines for each young person placed in the residential house.

Leadership/teamwork

- Lead a team of support workers to provide effective assessment and support services to clients and achieve the desired outcomes
- Ensure the team of support workers provide relevant and current information with an ability to facilitate access to appropriate services where required
- Ensure support workers provide a client focused approach which takes into account individual client needs
- Foster and contribute to the ongoing development of improved practice standards and client management

Coaching and supervision

- Drive the formal leadership, learning and coaching of team members
- Promote and model sharing of knowledge and information
- Assess the effectiveness of team members and participate in organising allocation of staff
- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, proving feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Community Relationships

- Understand relevant stakeholder relationships and the importance of these to the organisation
- Develop and maintain appropriate effective relationships with key stakeholders including clients, families, peak bodies, community service organisations, relevant professionals, and government officials

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.

- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Person specification

Qualifications and requirements

- Essential: Certificate IV in Child Youth and Family Intervention
- Essential: Current valid driver's licence
- Essential: Current first aid level 2 (including CPR)

Experience

- Essential: Minimum 1 year in a supervisory/team leader role
- Desirable: Experience in the residential and community services field and in the provision of care and support to children in 'out of home care'

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for clients
- **Professionalism:** Execute day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally aware:** Value diversity as a strength and positively utilise diversity
- **Client focused:** Prioritise needs of clients
- **Communication:** Clear communication skills

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.