

# Position Description



**Title:** Team Leader  
**Business Unit:** Crisis & Homelessness  
**Location:** Ringwood  
**Employment type:** Full Time | Ongoing  
**Reports to:** Senior Manager

## About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

## Position purpose

The role is responsible for the delivery, monitoring and evaluation of services provided by the Homelessness Entry Point within the Crisis and Homelessness Program based in Ringwood. The role will involve leadership and supervision of a team who provide a crisis homelessness response to young people, families and single people of all ages. The role also has oversight of the Interim Support program and the Mens Family Violence program.

## Scope

**Budget:** Nil  
**People:** 7 employees

## Relationships

**Internal:**

- Senior Program Management
- Staff, volunteers and contractors
- Uniting Corporate, Support Services and Mission divisions

**External**

- Clients
- Partner agencies within the Pathways to Resilience Program
- A wide range of Family violence, homelessness and Family services agencies.
- Government funding bodies

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### Key responsibility areas

#### Service Delivery

- Ensure the operation of the Homelessness Entry Point and associated programs.
- Maintain and develop referral Pathways to improve outcomes for clients.
- Identify service gaps, providing data and regular reporting as required.

#### People

- Provide authentic team leadership to the paid and unpaid workforce and the highest level of professional conduct in alignment with Uniting's values policies and procedures
- Lead, motivate, coach and inspire an engaged, capable, consumer-centric and productive workforce to achieve positive consumer and community outcomes
- Be a champion for employee engagement to develop and sustain a positive workplace culture
- Model, promote and maintain a positive, respectful and enthusiastic work environment
- Provide support, guidance, coaching, leadership and empowerment to the team including constructive feedback through regular supervision and performance reviews
- Lead the team in leading practices and effective process governance

#### Continuous Improvement

- Develop and promote relevant resources with an aim to ensure that best practice within the human rights framework is undertaken.
- Identify and recommend changes to procedures and standards of care that impact the Crisis and Homelessness program

#### Bulding Relationships

- Work collaboratively and supportively within the service and with external partners to achieve the program aims.
- Contribute to expert advisory panels, policy making forums and cross-sector networks as appropriate
- Develop networks and communication channels within the Eastern Region and with key stakeholders.

#### 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

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### Person specification

#### Qualifications

- Essential: Tertiary qualifications in human/community services, public administration and/or business management
- Desirable: Social Work and /or other therapeutic Tertiary Qualification
- Current valid driver's license

#### Experience & knowledge

- Essential: 2 years' experience in a supervisory role
- Essential: Experience in partnerships and relationship management
- Desirable: Experience in the Homelessness sector.

#### Core selection criteria

- **Values alignment** – ability to demonstrate and authentically promote Uniting's values
- **Leadership** – Knowledge and skill in leading and managing people within a complex service delivery environment; ability to build strong, high functioning teams and align teams with the organisational values and goals; role modelling expected behaviour
- **Consumer-centricity** – Extensive experience applying a consumer-centric, trauma-informed and culturally competent approach to case work; supervisory approach which privileges the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families and their informal/formal support network to achieve optimal, sustainable outcomes
- **Communication** – High level written and oral communication skills; ability to conduct presentations and prepare high quality reports
- **Relationships** – Track record of being able to form positive, collaborative and effective relationships with staff; ability to engage, build and maintain strong, mutually beneficial relationships with a diverse range of external stakeholders; negotiation and influencing skills including cross-culturally
- **Change management** – demonstrated experience in leading successful change in collaboration with staff
- **Problem-solving** – proven ability to take a solution-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment

#### Other

- Current driver's license (Victoria)
- A satisfactory national police records check is a condition of this position and repeated every three years
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health & Safety etc.)

### 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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

### Employee

### Manager

Name:

Signature:

Date: