

Position Description



Title:	Team Leader – Pathways to Resilience
Business unit:	Family Violence Services, Southern Melbourne
Location:	51 Princes Highway, Dandenong
Employment type:	Full time Ongoing
Reports to:	Manager – Child FIRST and Family Violence Services

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 Pathways to Resilience program focuses on addressing the impacts of family violence to ensure children, families and individuals are safe, heal from their experiences of violence and develop resilience into the future. The Pathways to Resilience program is delivered in partnership between Uniting, EACH and ACF in Southern Melbourne, and ACF, Uniting, EACH, FAN and Safe Futures in Outer Eastern Melbourne. Within the program, Uniting and EACH provide therapeutic assessment and treatment services to victim/survivors and their children (where applicable) using a range of evidence-based treatment approaches. The position also supports the delivery of therapeutic group work services.

The role operates from a lens that privileges the lived experience, including service experience, of Uniting's diverse consumers and local communities. The position also adopts an intersectional practice approach that understands family violence within the context of intersecting social disadvantage and discrimination.

Functional responsibilities:

- Oversight of all aspects of intake and initial assessment, entry, engagement and allocation
- Liaison and collaboration with partner agencies and the funding body
- Leadership, development and continual improvement of people and services
- Quality and performance of services
- Community and stakeholder engagement, including referrer and community education
- Contribution to service design, development, implementation and evaluation
- Contribution to the ongoing development of Uniting, including smooth transition of the business, consumers/communities, people and partnerships towards Uniting's future state operating model

Scope

Budget: nil

People: • 2 Therapeutic Specialists

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Relationships

Internal:

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

External:

- Consumers and their families, carers and/or advocates
- Local communities
- Government departments and other funding bodies
- Key partners, community services networks and peak bodies

Key responsibility areas

Program and service delivery

- Lead staff (and volunteers, if applicable) to provide effective services to individuals, children, young people and their families and carers (if applicable) (*collectively referred to as 'consumers' hereafter*) to achieve desired outcomes
- Ensure the voice and lived experience of victim/survivors, children and young people is heard and acted upon, and that a family and carer inclusive approach is adopted
- Ensure staff provide individualised, consumer-centric services using relevant best practice frameworks, models and tools (e.g. MARAM framework)
- Ensure services are accessible to and inclusive of the diverse communities the program/service serves
- Ensure programs and services offered to consumers are well coordinated and collaboratively delivered via a care team approach to achieve positive outcomes
- Serve as the primary contact to funding bodies regarding referrals, proposals and service related requests
- Supervise workloads and workflows and ensure consumers receive timely and appropriate services
- Ensure strong, collaborative and respectful relationships are maintained and developed with consumers, local communities and external stakeholders
- Collect, analyse and apply data and evidence for continuous improvement, staff development and business development purposes
- Support business development activities (e.g. tender applications) and opportunities leveraging partnerships where possible
- Some after hours work may be required

Leadership and professional practice

- Enable and implement consistently high-quality, consumer-centred and culturally competent programs and services
- Support and enable the delivery of professional, trauma-informed practice
- Foster and facilitate innovation to strengthen and improve service delivery
- Foster and facilitate effective, collaborative and timely internal and external communication between staff, volunteers (if applicable) and leaders, and with partners and other key stakeholders
- Contribute to program and service design, development and evaluation including using methodologies that meaningfully enable consumer participation and inclusion
- Ensure funding (e.g. targets), accreditation and compliance (e.g. auditing) requirements are met
- Contribute to the execution and achievement of Uniting's Strategic Plan and business operational objectives, including contributing towards regional operational planning and localised team, program and service planning
- Ensure professional representation within the external environment and sector
- Advocacy alongside people with a lived experience, internal Support Services division and other stakeholders (where relevant) to influence public policy discourse and direction

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- Contribute to regional, state-wide and national (if relevant) research, conferences, training and/or forums
- Lead local incident and disaster emergency response, as required

Administration

- Manage intake processes effectively, and allocate, refer (if relevant) and close cases in a timely and appropriate manner in accordance with program guidelines and requirements
- Assist with developing, implementing and evaluating policies, procedures and systems that underpin and support positive program and service outcomes
- Ensure appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures
- Manage task allocation in accordance with strategic and operational priorities and staff members' individual workloads
- Assist Program Leader to provide regular reports on service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required
- Ensure targets are met within the designated timeframes.

People

- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- 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 constructive feedback through regular supervision and performance reviews
- Promote strengths-based reflective practice to support staff development and achieve optimal consumer outcomes
- Model, promote and maintain a positive, respectful and enthusiastic work environment

Legal requirements, risk and financial management

- Ensure all legal, funder and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting (child safety) and mandatory case practice requirements.
- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures.
- Assist Program Leader with financial reporting, where relevant

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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Performance indicators

Ensure performance indicators related to the following are met:

- Partnership health
- Quality and performance of programs and services
- Workforce performance and development
- Stakeholder engagement
- Risk management

Person specification

Qualifications

- Essential: tertiary qualification (including eligibility with the relevant professional association) in Psychology, Social Work or a related discipline
- Highly regarded: post-graduate qualification in relevant child, adolescent and family clinical practice
- Current Victorian Driver's Licence

Experience and knowledge

- Experience developing and leading the delivery of high-quality, consumer-centric clinical services in the area of family violence and/or childhood trauma and abuse.
- Demonstrated supervisory experience preferably in the children, youth and family and/or family violence sector
- Demonstrated knowledge of and skills applying trauma, attachment and neurobiology frameworks and theories.
- Strong stakeholder engagement skills.

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 victim/survivors, children and young people within the context of their family or care arrangement; emphasis on partnering with victim/survivors, children, young people, families, carers 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-focused and strengths-based approach within a complex, ambiguous and evolving community services environment

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.

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

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