

Position Description

Title	Team Leader, Rostering and Workforce Management
Business unit	Residential Services, Southern Melbourne
Location	Primarily based at Uniting's Dandenong (Thomas St) office with work from and travel to other locations as required
Employment type	Full time Maximum term until 7 November 2022 (parental leave cover)
Reports to	Senior Manager, Residential Services

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 Team Leader, Rostering and Workforce Management is responsible for the coordination of roosting and administration support and the development and implementation of the workforce development strategy across Residential Services in the East and South clusters.

The Team Leader Rostering and Workforce Management provides leadership to the roosting and administration team and is responsible for ensuring strategies are implemented to deliver efficient roosting systems that maintain compliance with the budget, statutory and other accountability requirements.

2. Scope

Budget: *nil*

People: 4 employees

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3. Relationships

Internal

- Senior program management
- Staff, volunteers and contractors
- Uniting corporate, support services and mission divisions

External

- Government departments and other funding bodies
 - Key partners, community services networks and peak bodies
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4. Key responsibility areas

Rostering and workforce development

- Develop, manage and review the youth residential care workforce strategy alongside the Senior Manager, including leading and coordinating intensive recruitment and retention activities
- Actively contribute to problem-solving and provide project management services to support and progress administration, workforce development and financial performance objectives
- Co-ordinate administration support, including rostering across youth residential care services
- Work with Senior Manager and other stakeholders to explore technological solutions to support rostering function
- Provide regular reports on workforce development, financial performance and related issues (staffing, opportunities, planning, compliance etc.), including working with the Senior Manager to develop remedial action plans, as required
- Deliver presentations on data and trends to identify and problem-solve challenges impacting on staffing and financial performance
- Support the Senior Manager in the implementation of Uniting initiatives and partnerships and be a part of actively problem-solving in areas of task administration

Financial management, risk management and legal requirements

- Provide oversight of financial, budgetary and human resource planning to achieve optimal consumer and service outcomes, and drive efficiency and sustainability. Support the Senior Manager with the development and implementation of remedial action plans
- Provide financial management support to the Senior Manager (i.e. accounts payable/receivable, client fees, spending, debtor follow up, petty cash, banking and reconciliation, database entry and financial reporting)
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required.
- Contribute to annual budget development for the Residential Services team and support monitoring and management of financial and human resources to achieve optimal service outcomes, efficiency and sustainability
- Ensure all relevant legal, funding, compliance and statutory requirements are met. Proactively develop, implement and review contingency plans, if required
- Embed strong risk management practices and foster a culture where risks are identified and appropriately managed

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

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- 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

Administration

- 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, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures
- Provide regular reports on service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required

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. Performance indicators

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

6. Person specification

Qualifications

- Bachelor level degree in Business Administration or related discipline (required)

Experience

- Demonstrated experience in managing administrative and/or rostering functions and teams (essential)
- Experience in a human services organisation (desirable)
- High degree of financial acumen
- Ability to translate financial models into a human service delivery model and communicate effectively with service delivery management and employees

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- Demonstrated ability to set priorities and deadlines for self and team members and work with minimal supervision and under pressure

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Leadership:** strong leadership and management skills and knowledge within a complex service delivery environment; ability to build a strong, high functioning team; and align teams with the organisational and programmatic values and goals; role modelling expected behaviour
- **Technical skills:** high level of attention to detail and accuracy; well-developed numeracy skills; high level computer literacy skills including demonstrated experience in Microsoft Office; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems
- **Communication:** high level written and oral communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports
- **Stakeholder relationships:** strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to form positive, collaborative and effective relationships with staff; ability to establish credibility with staff
- **Change management:** knowledge of contemporary change management models; demonstrated experience in leading successful change programs at scale
- **Problem-solving:** proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment

Core selection criteria

- Current driver's licence (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.)

7. 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.
