

Position Description

Title	Team Leader
Business unit	Therapeutic Youth Residential Services, South
Location	Dandenong
Employment type	Full time Ongoing
Reports to	Manager – Residential Services South

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 is responsible for leading 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

- Managers
- Community Services/Therapeutic Practitioners

Position Description

Team Leader

- Uniting CYF staff
- Support foundation staff and volunteers

External

- Clients and their families
- Department of Health and Human Services
- Other Government funding bodies

4. Key responsibility areas

Service delivery

The Team Leader will be responsible for delivering the following key outcomes:

- The establishment of a specialist therapeutic residential service for young people who are eligible for entry into the Residential Unit
- Working with the therapeutic team to set the culture of the service and displaying therapeutic leadership
- Ensuring the provision of high-quality client intake, assessment, and planning for young people in the program
- Ensuring the program operates within the Department of Health and Human Services service guidelines and the Uniting philosophy of service delivery
- Compliance with Uniting policies and procedures, accreditation and program standards and relevant legislation
- Deliver services that meet all relevant performance and outcome indicators
- Develop and maintain effective relationships with key stakeholders including clients, families, community service organizations, relevant professionals and government officials
- Ensure Uniting safety standards are met, and a safe working environment is maintained
- Follow the requirements of the HSW Policy
- Be the secondary contact with DHHS (CP, PC or YJ) for new placement requests or referrals into the program
- Develop and maintain consistent, high-quality models of care across all relevant services
- Other projects and duties as required

Leadership/people management

- Lead the effective delivery and development of Uniting services
- Lead and motivate a committed workforce built on client-centricity to achieve positive client outcomes
- Lead and support committed teams built on client-centricity to achieve positive client outcome
- Lead the integration of multidisciplinary integrated service delivery with a focus on providing holistic client outcomes
- Manage inter-team dynamics, supports productive working relationships and work-life balance
- Foster and facilitate innovation across the relevant services

Continuous improvement

- Develop and promote relevant tools and resources with an aim to ensure that best practice within the services
- Provide training to key stakeholders
- Identify and recommend changes to procedures and standards of care that impact the community services sector

People and teams

- 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

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Team Leader

- Undertake regular supervision and performance review with line manager, providing 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

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
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people

5. Performance indicators

Effective delivery of services

- Supervise front line staff and ensure effective delivery of services
- Ensure front line staff are client-centric and achieve positive client outcomes
- Model behaviours integral to good team leadership and Uniting values
- Ensure compliance with all relevant agreements, standards, policies, and procedures
- Meet key performance indicators around service performance and delivery to ensure quality client outcomes
- Maintain positive internal and external stakeholder engagement in service delivery
- Represent Uniting within the external environment when required
- Provide support in addressing issues faced by Aboriginal clients through awareness of Aboriginal culture and identity and work collaboratively with Aboriginal communities to achieve positive outcomes
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and Health, Safety and Wellbeing (HSW) policies and procedures
- Compliance and understanding/familiarity with organisational policies, procedures, and relevant legislation (Quality Management System, Equal Opportunity, Health & Safety etc.)
- To attend mandatory training sessions (i.e. Equal Opportunity, Bullying and Harassment, Health and Safety) and mandatory training specific to the position
- Keeping informed through attendance at meetings, internal electronic communication and staff notice boards

Delivery of improved practice

- Work with the Manager to implement innovation and continuous improvement in service delivery
- Ensure consistent, high-quality models of care are maintained

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Team Leader

- Ensure front line staff delivery services in accordance with quality and risk management frameworks
- Ensure all accreditation and compliance standards are met
- Support a culture of practice excellence
- Consult and communicate with all stakeholders to build a shared commitment to ongoing health and safety improvement

Supervision

- Supervise the service team in accordance with Uniting values and code of conduct
- Promote and maintain a positive and collaborative work environment
- Identify opportunities to integrate and work collaboratively across teams and other programs
- Monitor and optimize team efficiency, productivity, satisfaction, and morale
- Provide ongoing supervision, coaching, support, and constructive feedback to address individual and team capability gaps and grow potential
- Provide input to probation and performance development reviews for front line staff

Challenges

- Supervising an effective and engaged team during a period of internal and external transformational change
 - Ensuring the successful delivery of services given complex client and program needs
 - Maintaining relationships with internal and external stakeholders
 - Keeping abreast of current and emerging issues and best practice service delivery
 - Ensuring services are evidence based, flexible and responsive to changing needs
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6. Person specification

Qualifications

- Essential: Certificate IV in Child Youth and Family Intervention or equivalent
- Essential: Current first aid level 2 (including CPR)

Experience

- Experience in Children and Youth Residential services and crisis management support
- A current understanding of the Out of Home Care sector
- Minimum of 1 years' experience in a supervisory/team leader role
- Demonstrated experience in the delivery of operational excellence in services
- Strong interpersonal and communication skills, written and verbal
- Strong decision making, problem solving, analytical and influencing skills

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Professionalism:** executes day-to-day activities in a positive, friendly, and enthusiastic manner
- **Culturally aware:** values diversity as a strength and positively utilises diversity
- **Client focused:** achieve results through their teams
- **Leadership:** gives frequent and constructive feedback and displays personal commitment to developing others
- **Communication:** well development communication and interpersonal skills

Other requirements

- Legal eligibility to work in Australia
- Current driver's licence valid in Victoria
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current Working With Children Check (Victoria)

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- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)
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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.
