

Position Description



Title	Practice Leader – Client Services
Business Unit	Children, Youth & Families
Location	Based in Sale
Employment type	Full Time (Ongoing)
Reports to	Manager Client Services

1. 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 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, bisexual, trans, gender diverse, 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

2. Position purpose

The Practice Leader position is responsible for creating a just and equitable Gippsland through maximising agency performance, quality and sustainability via leadership, mentoring and development of agency staff, consumers and community. This is an operational role which supports the implementation of strategic and operational goals and plans of the agency.

This is one of three Practice Leader roles which work together to supervise across Client Services and Community Development portfolios. Duties include but are not exhaustive to working collaboratively with external agencies, liaising with DHS, chairing meetings, attend internal/external meetings, supervising staff and continuous risk assessment within relevant frameworks and decision making relating to the wellbeing of vulnerable children, youth, families and individuals. Uniting Gippsland encourages all staff to work autonomously as appropriate and to actively participate in influencing the direction of the agency.

Approved by: (position [see delegations of authority policy])	Page 1 of 5	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Practice Leader – Client Services

3. Scope

Budget:

TBA

People:

- TBA

4. Relationships

Internal:

- Uniting employees/volunteers

External

- Clients and their families
- Child Protection
- Department Health & Human Services
- Other Government Funding Bodies
- Other Community Service Organisations as required

5. Key responsibility areas:

Service delivery

- Demonstrates and encourages reflective and evidenced based practice.
- Manages, monitors adherence to and reports upon relevant funding and service agreements / contracts.
- Provide advice, guidance and assistance to workers to ensure program standards and working practices; as described in DHHS guidelines, quality accreditation standards and Uniting Code of Conduct, are adhered to.

Community and inter-agency relations

- Reviews services and makes recommendations in response to changing needs of relevant groups in the community.
- Represents the organisation and promotes awareness of key issues in community networks.
- Demonstrates commitment to social justice and social inclusion.
- Supervises and supports a diverse team of workers to meet program requirements and work within the values and ethos of Uniting.

Professionalism

- Sees that staff recognition processes are aligned with organisational values and that behavioural expectations/Code of Conduct are communicated and adhered to.
- Supports the Management Team to implement systems, address adverse events and problems and assists teams to take proactive approaches to problem solving.

Communication

- Advocates for clients and staff to advance their interests and communicates needs to Management Team.

Approved by: (position [see delegations of authority policy])	Page 2 of 5	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Practice Leader – Client Services

- Models self-awareness, self-management and social awareness in communications, problem solving and conflict resolution.
- Motivates others through personal interactions and mentors development of emerging leaders.

People and teams

- Generates and encourages ideas for innovation and enhanced working practices to achieve organisational mission.
- Contributes to team plans and relates team work to strategic objectives.
- Manages team dynamics, supports productive working relationships and work-life balance.
- Builds team spirit and supports team member’s development.
- 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.

Resources, assets and sustainability

- Prepare program and project budgets, and reviews financial performance.
- Aims for appropriate use and sustainability for all finance and other agency resources and assets.

Program management and policy development

- Participates in the review and development of policy and utilises policy and procedures to guide work practice.
- Contributes to program objectives and develops and implements quality improvement plans / business plans.
- Assists in recruitment process for team members.

Change and responsiveness

- Supports change management processes and assists others to adapt to change.
- Generates and shares ideas and encourages others to reflect on activities and reflect on ideas for innovation and improvement.
- Establishes ways to capture, communicate and share innovative ideas and practices

Legal requirements, compliance & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- 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.
- Promote a culture of effective legislative compliance across the organization.
- Conform to and apply relevant requirements of the Law within the workplace.
- Ensure that all staff are trained and have the necessary knowledge and understanding to perform their duties and comply with all relevant legislation.
- Report and investigate any incident or occurrence that may constitute a breach of any legal or agency requirement.

Approved by: (position [see delegations of authority policy])	Page 3 of 5	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Practice Leader – Client Services

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.
- Use principles of best practice to provide an innovative and responsive program.
- Assist in the general administration of Uniting Gippsland such as working the switchboard at peak times.
- Respect the diverse needs of all community groups and individuals to ensure that their needs are met in an inclusive and sensitive manner.
- Participate in agency quality accreditation processes.
- Other duties as directed.

6. Person specification

Qualifications

- University qualification, degree level or above in social welfare, psychology, Social Work or related discipline plus three years post qualifying experience.
- Demonstrated experience in a Leadership role.
- Satisfactory National police check and Victorian Working with Children Check.
- Current driver’s license.

Experience

- Strong understanding of Child, Youth and Families Act 2015 and the Best Interest Principles Framework
- Ability to manage programs/services, staff and budgets.
- Demonstrated experience to provide leadership to others.
- Demonstrated proactive approach to problem solving, innovative thinking and decision making.
- Demonstrated ability to support change and improve agency and team culture.

Approved by: (position [see delegations of authority policy])	Page 4 of 5	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Practice Leader – Client Services

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- **Communication:**
 - Ability to advocate and foster positive relationships to achieve best practice and outcomes
 - Demonstrated ability to relate positively to a large range of people from diverse backgrounds.
 - Excellent verbal and written communication skills.
 - Strong interpersonal skills including a high level of self-awareness.
- **Organisational Skills**
 - Ability to manage competing priorities and meet deadlines.
 - Ability to manage programs/services, staff and budgets
- **Team Building**
 - Commitment to collaborative multi-program and agency work practices.
 - Demonstrated ability to participate in a multi-skilling learning environment.
- **Service Delivery**
 - Demonstrated ability to work as part of a Leadership group providing clear guidance and support within a multidisciplinary setting.
 - Demonstrated ability to foster a positive workplace environment not only for team members but all agency staff.
- **Innovation:** Demonstrated ability to develop creative solutions to issues that arise within the community or workplace using community development principles.

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 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.

8. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>

Approved by: (position [see delegations of authority policy])	Page 5 of 5	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>