

# Position Description

<b>Title</b>	Team Leader Carer Gateway
<b>Business Unit</b>	Carer Services
<b>Location</b>	As per employment agreement
<b>Employment type</b>	Full-time   Ongoing
<b>Reports to</b>	Manager Carer Gateway

## 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, Carer Gateway, is responsible for providing professional advice, clinical support and leadership to the Assessment and Planning Officers.

Additionally, the Team Leader will facilitate discussions with carers who are identified as having complex support requirements to access appropriate supports and services to meet their needs.

### 2. Scope

**Budget:**

**TBC**

**People:**

- Assessment and Planning Officers (approx. 8 reports)

### 3. Relationships

## Position Description

### Team Leader Carer Gateway

#### Internal

- Program manager
- Assessment and Planning Officers
- Executive Officer Gippsland and Carer Services
- Uniting Support Services
- Other Uniting employees, students and volunteers as required

#### External

- Consortia Partners
  - Carers, clients and their families and caregivers
  - Other service providers as required
  - Program networks
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## 4. Key responsibility areas

### Service delivery

- Provide clinical support, advice and supervision to Assessment and Planning Officer across the Eastern Metropolitan region of Melbourne, Gippsland and Goulburn North East
- Contributes to the management of the Carer Services Program
- Develops and maintain positive relationships with external stakeholders and internal employees in accordance with Uniting's values and professional standards of behaviours
- In collaboration with the Program Manager, identify opportunities to expand the scope of services within the Carer Services Program
- Work in conjunction with the Program Manager, Carer Services to develop annual team plans and individual work plans alongside relevant parties
- Work in conjunction with the Executive Officer and Program Manager to ensure the team is meeting funding requirements through monitoring of team targets, Key Performance Indicators (KPIs) and the collection of data about services to ensure funding compliance
- Facilitate team meetings as required
- Build a culture of ambition and success across the team through motivating and developing employees by promoting continuous improvement
- Provide clinical and line management supervision to staff
- Address any clinical issues resulting from clinical support sessions
- Ensure comprehensive and up to date records and case notes in client information management system is recorded according to service standards and practice
- Ensure reporting requirements for programs are undertaken
- Contribute to policy and process development to ensure best practice approaches are implemented in supporting carers
- Attend mandatory training sessions and mandatory training specific to position
- Facilitate, receive, manage and incorporate feedback from carers, clients and the carer community into quality improvement activities
- Support staff in the implementation of the Program and Uniting's Strategic Plan

### Finance, Quality and risk

- Participate in the preparation of program budget and the appropriate allocation of resources
- Oversee allocation of funds between program partners and approve brokerage expenditure to ensure consumer needs are met and resources are fairly and responsibly managed
- In collaboration with Program Manager reviews services and makes recommendations in response to changing needs of relevant groups in the community
- Supports the Management Team to implement systems, address adverse events and problems and assists teams to take proactive approaches to problem solving
- 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

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### Team Leader Carer Gateway

- Ensure that all staff are trained and have the necessary knowledge and understanding to perform their duties and comply with all relevant legislation

#### People and teams

- Undertake people management activities through the employment life cycle, including recruitment, orientation, performance management, development, leave, and separations.
- 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.
- 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.

#### Legal requirements & 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.

#### 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.

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## 5. Person specification

### Qualifications

- University qualification, degree level or above in social welfare, psychology, Social Work or related discipline plus three years post qualifying experience

### Experience

- Demonstrated experience and understanding of the Carer programs and supports
- Demonstrated Experience in a leadership role
- Ability to manage programs/services, staff and budgets

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- Demonstrated proactive approach to problem solving, innovative thinking and decision making
- Demonstrated ability to support change and improve agency and team culture

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to contribute to strategic planning and ensure the achievement of strategic goals; ability to build strong, high functioning, multi-disciplinary teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision
- **Communication** – Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills

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## 6. 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.**

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## 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

**Employee**

## Position Description Team Leader Carer Gateway

Name:

Signature:

Date: