

Position Description

Title	Team Leader, Coordination and Support
Business Unit	AOD & MH
Location	Coburg (base) + various locations across metro Melbourne, Frankston, and Geelong
Employment type	Full Time (76 hours per fortnight), 12-month parental leave position
Reports to	Manager, Integrated Clinical Practice

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 manages the day-to-day operational requirements, work distribution and outputs of a range of partnership programs in compliance with legislative, regulatory and funding guidelines and Uniting policies and procedures.

The Team Leader is responsible for building effective teams through the engagement, supervision and development of employees within the relevant Programs / Services. The program focus is:

- To lead the operational functions of a range of primary programs designed to deliver client services and also support clinical practice of clinicians based in a range of service locations
- To ensure that clinicians are supported and deliver safe and high-quality client services
- To provide contemporary knowledge and skill in clinical practice and supervision in AOD and related fields
- To engage in program development and related projects as required
- To demonstrate experience in clinical practice, delivery of clinical supervision, and capacity to work flexibly in a range of locations
- To establish and maintain productive and effective working relationships with clinicians, managers, team leaders of Uniting AOD & MH services.
- To ensure that service provision, data recording and reporting are consistent and of the highest quality across the catchments.

Position Description

Team Leader, Coordination & Support

This is a Uniting AOD Metro position that works across multiple partnerships, including: North-West Metropolitan Partnership with Odyssey House Victoria; Neami programs including Breaking the Cycle: Wadamba Wilam, Towards Home +, and Homelessness to a Home; Launch Housing Homelessness to a Home; and the Aboriginal Metropolitan Ice Partnership Program.

2. Scope

Budget: nil

People:

Up to 10 direct reports across multiple programs in different catchment areas (subject to change due to organisational requirements or program funding changes). Current program reports:

- 3x Homelessness to Home Snr AOD clinicians (various metro locations)
- 1x Aboriginal Ice Program Snr AOD Counsellor (Preston & Coburg)
- 1x Wadamba Wilam Snr AOD Counsellor (Preston)
- 1x Snr AOD Counsellor (Footscray)
- 2x Towards Home Plus Snr AOD Clinician (Geelong & Frankston)

3. Relationships

Internal

- Group Managers & Managers
- Team Leaders
- Clinicians
- Consumers
- Other Uniting staff

External

- Department of Health and Human Services
- Other AOD organisations
- Partner agencies
- Funders and other stakeholders

4. Key responsibility areas

People and teams

- Lead the team in leading practices and effective process governance
- Set clear individual and team expectations and timeframes
- Monitor team performance and provide regular informal feedback and formal feedback (both positive and constructive) during six monthly and annual performance reviews, in accordance with the Performance Review and Development Protocol
- Undertake regular Supervision with all team members in accordance with Supervision Protocol
- Empower team members to continuously grow and develop their skills in accordance with Uniting values, goals and capability framework
- 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
- Supervise students during placement and provide formal supervision if you possess the appropriate qualifications as required by their educational institution.

Leadership

- Work collaboratively with Uniting's DLT to provide updates and information on clinical matters related to allocated programs

Position Description

Team Leader, Coordination & Support

- Undertake or contribute to research and evaluation projects that enhance the development and provision of AOD & MH clinical services
- Provide supervision and support to AOD staff across multiple partnership programs as required and promote collaborative teamwork across partner agencies
- Actively participate in ongoing professional development via the annual performance reviews, individual and group supervision provided by Uniting and attend relevant training as required
- Support the student placement program and supervise students as requested.

Program Service delivery

- Ensure that collaborative and productive working relationships with all key stakeholders are maintained and developed where required – this is a key function of this position
- Monitor, evaluate and report on the overall performance of the team
- Assist the Manager with the development and implementation of action plans, budgets and professional development plans for the team
- Manage, update and maintain appropriate operational manuals, policies and procedures for the program
- Coordinate administration of the service delivery according to agency policies and procedures and funding body requirements
- Ensure that the programs are delivered, and targets met in accordance with established program policies and procedures, agency expectations, funding guidelines and legislation.
- In consultation with the Manager coordinate program functions of staff employed by partner agencies
- Ensure staff are adequately resourced and appropriately inducted, trained and supported
- Act as point of contact for program for external stakeholders
- Maintain agency and funding body administrative and reporting requirements (record keeping, statistical data entry, timely reporting).
- Manage and maintain waiting lists
- Coordinate flexible coordination and support and targeted interventions to clients and family members, to enhance the client's engagement and retention in treatment and facilitate re-entry for clients who have disengaged or relapsed following treatment.
- Coordination of and contribution to case conferences to facilitate integrated and consistent treatment across services
- Provide feedback and suggestions to Manager regarding the operation of the program and potential improvements
- Implement improvements through collaboration with Group Manager and relevant team(s) and in accordance with Uniting requirements around change management (where relevant)
- Assist in problem solving and preventing operational issues.

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.
- 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.

Position Description

Team Leader, Coordination & Support

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.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Bachelor level degree or diploma in a related discipline such as Social Work, Psychology, Nursing or Allied Health Sciences with appropriate professional registration (AHPRA or AASW) or eligibility for professional membership
- A postgraduate AOD qualification OR Certificate IV in AOD or have completed the core competencies (or able to complete within the first 24 months of employment) (refer to appendix A for details on competencies)
- A management qualification (desirable)

Experience

- Relevant experience in a human services, welfare or social services role.
- Demonstrated staff supervision and leadership skills and ability to deal with challenging clients and complex issues in a health service setting, preferably in the AOD, Mental Health or related fields.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Communication and Engagement** - Anticipates the reactions of others and tailors' communication approach to meet the needs of the intended audience.
- **Change and Resilience** - Understands the need for change and helps their team adapt to the changes, acting as a two-way conduit for information and as a change champion
- **Outcomes Focus** - Considers and plans for effective use of capability and allocated resources in team plans, seeking input on any adjustments to plans required.

Position Description

Team Leader, Coordination & Support

- **Cultural Safety** - Considers and involves the team to continually improve service delivery and working environment in ways consistent with increasing compliance with external cultural safety compliance and accreditation Standards.
- **Leadership and Teamwork** - Addresses issues highlighted by others, providing direct, complete and actionable feedback -positive and corrective in a timely manner.
- **Sustainable Relationships** - Recognises individual differences and working styles of team members and uses their strengths to enhance team outcomes.

Position Specific

- Leadership and organisational skills within a multi-disciplinary environment including change management skills.
- Preferred leadership experience in the one or more of the following sectors: Alcohol and Other Drugs, Mental Health, Health, Community, Education, Corporate.
- Experience in program development, implementation and evaluation and the development of policy.
- Capacity to set and achieve objectives and the ability to undertake forward planning and manage planning implementation.
- Capacity to effectively manage and provide professional supervision to multi-disciplinary teams across multiple sites and the ability to develop and maintain a cohesive focus on organisation objectives.
- Capacity to effectively manage financial resources maximising on opportunities without comprising quality of delivery.
- Evidence of an understanding of public health and alcohol and drug services in the context of State and Federal policy direction and relevant legislation.
- Able to demonstrate high levels of initiative and the ability to work effectively with limited or no direction.
- Demonstrated ability to effectively communicate, mediate and negotiate (including the ability to resolve conflict and solve problems) with a range of people including other Service Agencies, government department officials and community representatives.
- Demonstrated appreciation of contemporary alcohol and drug practices, health care management and trends and proven experience in the provision of gender sensitive services.
- Current Victorian Driving License.

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. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

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

Appendix A

AOD Competencies

Uniting requires people in clinical positions to have the following competencies (or their equivalent). Where people do not already have these competencies, Uniting will invest in the person's professional development by providing them through its RTO.

Position Description Team Leader, Coordination & Support

The competencies required in the first 12 months of employment are:

- CHCAOD001 - Work in the AOD sector – 4 days
- CHCAOD004 - Assess needs of clients with AOD issues and
- CHCAOD009 - Develop and review individual AOD treatment plans – 6 days combined.

The competencies required in the second 12 months are:

- CHCAOD002 - Work with clients who are intoxicated – 3 days
- CHCAOD006 - Provide interventions for people with AOD issues and
- CHCAOD007 - Develop strategies for AOD relapse prevention and management – 8 days combined.

7. Acknowledgement

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

Employee

Name:

Signature:

Date: