

# Position Description

<b>Title</b>	Team Leader, Employment Services
<b>Business Unit</b>	Settlement Services and Integration
<b>Location</b>	Goulburn and Ovens Murray
<b>Employment type</b>	Full Time, Maximum Term (until July 2023)
<b>Reports to</b>	Senior Manager, Social Inclusion

## 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

Reporting to the Senior Manager, the Team Leader Employment Services Goulburn Murray will support a team of Jobs Advocates, Employment Mentors and Business Development Workers delivering Jobs Victoria's Job Advocates and Employment Services programs. The Team Leader is responsible for the highest possible standards and close monitoring of key performance indicators.

### 2. Scope

**Budget:** nil

**People:** 10 Direct Reports

### 3. Relationships

#### Internal

- Senior Manager
- Jobs Advocates
- Employment Mentors
- Business Development Workers
- Admin Assistant
- Other Uniting Staff

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#### External

- Department of Jobs, Precincts and Regions
- Senior Jobs Victoria Coordinator, Jobs Victoria Employment Services
- Community agencies and support services
- Other Key stakeholders

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## 4. Key responsibility areas

### Community Engagement

- Arrange and coordinate effective community engagement and education programs, including appropriate needs analyses
- Develop and build networks. Represent the organisation and implement local / regional level partnerships and capacity building programs
- Maintain and evaluate effectiveness of partnerships
- Facilitate and maintain relationships with government agencies, community organisations, support groups or businesses

### Operational planning and Execution

- Integrate the relevant components of legislation, policies and programs with specific organisation plans, programs and services
- Undertake complex planning and development of policy, programs or projects for the organisation, service or functional area
- Assist with strategic planning and development work
- Implement service / program delivery plans
- Perform ongoing day-to-day operations and monitor progress to ensure target delivery agreements are met
- Assist with implementation of available technologies and ongoing day-to-day operations of major services / programs
- Monitor the outcomes of services being delivered by the organisation / service

### Risk and compliance

- Influence the organisation's stance on risk issues using knowledge of business and commercial practices
- Understand the risk requirements and impact on the service practices
- Advise senior management on risk management approaches
- Evaluate business practices and make or recommend changes

### People Management

- Establish, lead, coach and inspire an engaged and productive team with diverse responsibilities across multiple services / programs
- 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.
- Put in place the metrics and performance processes for the team to ensure required business outcomes are met

### Financial Management

- Monitor program funding, track funding claims and ensure invoices are raised in a timely manner.
- Support the Senior Manager in monitoring program budgets and transactions.

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- Ensures activity budgets are prepared, monitored and corrective action taken where necessary
- Ensures finance and administrative matters are efficiently dealt with
- Analyses financial and operational information relevant to determining trends and consequences

#### 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.

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## 5. Performance indicators

- Leadership / team management.
- Work quality.
- Timely completion of all activities and meeting all program targets / KPIs
- Accurate and timely completion of monthly reports and milestone Reporting

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## 6. Person specification

### Qualifications

Relevant tertiary qualification Communication Services is desirable however not essential

### Experience

- Proven experience in leading and developing a diverse, engaged and cross-functional workforce focused on delivery of client outcomes.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Leadership:** highly developed leadership skills and effective people management with demonstrated ability to align teams to program delivery and productive and cooperative culture.
- **Service Management:** demonstrated ability to manage operational service delivery of program within contractual framework, including meeting KPIs, people management, financial,

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risk and compliance, reporting and evaluation. Experience within the employment services sector is essential.

- **Communication:** Outstanding communication and interpersonal skills with demonstrated ability to communicate effectively with a diverse range of people including clients, government representatives and other service providers.
- Current Working with Children Check valid for paid employment is essential.
- Current Victorian Driver's License is essential

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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.**

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#### 8. Acknowledgement

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

##### Employee

Name:

Signature:

Date: