

Position Description

Title	Team Leader - Family Services (SFYS, Central Highlands & Horsham)
Business Unit	Child, Youth & Family - Western
Location	Wimmera & Central Highlands
Employment type	Full Time Ongoing
Reports to	Senior Manager – Child, Youth & Family

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 Family Services leads the operational functions of Family Services team and collaborates with the Senior Manager Child, Youth & Family and the other Program Leaders to develop operational strategies across all program areas.

The Team Leader provides the leadership necessary to ensure that programs have the appropriate operational controls, administrative and reporting procedures and people management systems to ensure operating efficiency. Central to this role is building positive and lasting relationships with funding bodies, partner organisations and the broader community.

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

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Team Leader – Family Services

2. Scope

Budget: Up to \$2,000 within budget approval as per Team Leader delegations

People: The position is responsible for the management of approximately 7 to 10 direct reports (subject to funding arrangements) including:

- Child, Youth & Family Workers
 - Integrated Family Services Casuals and volunteers
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3. Relationships

Internal

- Child, Youth & Family Workers
- Team Leaders
- Managers
- Senior Manager
- Other Uniting staff

External

- Local community providers / partners
 - Funding Stakeholders
 - Consumers
 - Government funding bodies
 - Victoria Police
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4. Key Responsibility Areas

Program/Service Delivery

- Create, build and model a positive culture in all interactions with staff, colleagues, clients and all external stakeholders
- Lead and motivate team members with a solution focused approach to problem solving and work collegiately with peers
- Provide direct client support where required, due to staff leave and/or vacancies
- Coordinate the delivery of high quality and responsive services using a Best Interest Framework to provide a quality service that ensures the best outcomes for children, young people and families
- Lead the development, planning, implementation and evaluation of programs, ensuring standards are adhered to
- Lead and direct the implementation of Program/Service in accordance with operational plan within the division
- Ensure the Program/Service implementation of all Uniting's policies and procedures
- Ensure program compliance with the requirements of funding and service agreements
- Ensure Program/Service is suitably documented
- Ensure reviews and evaluation of the program (including service documentation) are an established and routine process
- Ensure that learning from research, program documentation review and evaluation, quality assurance findings, client feedback, program performance, data collection and service expertise and experience are integrated into service development and practice
- Lead initiatives to identify areas of Program/Service development and innovations consistent with the operational and strategic plan
- Ensure appropriate information and record keeping, document storage and retrieval systems in line with the agency directions and procedures in knowledge management

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Operational Plan

- Contribute to and support the Uniting's Strategic Leadership Team in the execution and achievement of the Strategic Plan and business operational objectives
- Provide leadership, guidance and coaching to ensure accountability for the implementation of goals
- Provide management reporting as required.

Quality Management & Improvement

- Ensure that the principles of Continuous Quality Improvement are an embedded element in all staff practice
- Ensure a consistent application of the agency approach to Quality Management, Quality Assurance and Improvement
- Work with Management to establish both Uniting's systems and procedures e.g. Service Delivery Reports, as well as local systems and procedures to lead and implement agreed quality assurance and improvement priorities
- Lead program/service quality assurance programs to ensure compliance requirements are met
- Provide training and development to staff in quality principles, systems and tools as required by the agency.

Legal Requirements and 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

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

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. Person specification

Qualifications

- A relevant tertiary qualification in social work or community development

Experience

- Relevant experience in a human services, welfare or social services role
- Demonstrated experience in the provision of casework services in the health or welfare sector
- Proven experience in leading and developing a diverse, engaged and cross-functional workforce focused on delivery of client outcomes
- Demonstrated staff supervision and leadership skills and ability to deal with challenging clients and complex issues
- Program management and community development experience.

Core Selection Criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values
 - Personal and Professional Accountability: Aligns team objectives with Uniting purpose, values, policies and procedures, role-modelling accountability for their own actions and learning from mistakes to improve and achieve success
 - 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
 - Outcome Focus: Considers and plans for effective use of capability and allocated resources in team plans, seeking input on any adjustments to plans required
 - 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 constructive feedback in a timely manner
 - Sustainable Relationships: Recognises individual differences and working styles of team members and uses their strengths to enhance team outcomes.
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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 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

Name:

Signature:

Date: