

# Position Description

<b>Title</b>	Team Leader - Social Support
<b>Business Unit</b>	North & West Victoria, Tasmania & Early Learning
<b>Location</b>	321 Ferntree Gully Road, Mt Waverley
<b>Employment Type</b>	Ongoing - Full Time
<b>Reports to</b>	Senior Manager, Social Support Services

## 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 will lead a team to deliver high quality consumer services; operationally model leading practice in the social support program space; monitor, evaluate and report on the service being delivered; foster and drive a positive work place culture and develop a program that is flexible, innovative and progressive.

The Team Leader will oversee Social Support services in the Eastern region, managing a team of staff and volunteers to embed the principles of wellness and reablement and deliver community based social support activities, connecting consumers with their community in a range of innovative ways.

## 2. Scope

### Budget:

- Nil

### People:

- The Team Leader is responsible for the management of approximately 7 direct reports.

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### Team Leader - Social Support

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### 3. Relationships

#### Internal

- Aged & Carer staff
- Support and foundation staff and volunteers
- Other Uniting services as required

#### External

- Consumers, carers and volunteers
  - Government and other funding bodies
  - Families, key stakeholders, advocates
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### 4. Key responsibility areas

#### Program / Service Delivery

- Manage the day to day operations of the team, ensuring all aspects of service delivery are undertaken
- Ensure targeted hours are met through effective team leadership
- Promote the embedding of the wellness and reablement model in all aspects of service delivery
- Ensure consumers have choice, and that individualised support plans are developed and maintained to reflect the consumer
- Ensure social activity opportunities are developed to reflect consumer goals
- Work with your leadership team and management to source and develop innovative internal and external program development opportunities
- Promote volunteer programs, recognizing volunteer contribution and value within our community
- Demonstrate a strong commitment to Continuous Quality Improvement by ensuring ongoing review, audits and evaluation of practice, with a focus on improved outcomes for consumers; identifying opportunities and areas for improvement; engaging with the leadership team to develop positive and progressive program and organisational development; and driving and embedding leading practice in the social support space
- Develop and maintain for yourself, and foster for your team, appropriate effective relationships with key stakeholders including consumers, carers, families, advocates, community groups, peak bodies, community service organisations, regional assessment services, government bodies and other funding agencies
- Understand sector reform that has an impact on our consumer group, the possible implications for Uniting services, and how best to provide your team with the information and skills necessary to drive positive change within our service delivery
- Focus on program development and growth.
- Demonstrate attention to detail and a capacity to provide a high standard of reporting to internal stakeholders, and external government or other funding bodies as requested
- Identify, mitigate and report risk through identified channels and processes, demonstrating and understanding of individual, program and organizational risk, as well as an appropriate sense of urgency in risk reporting.

#### Finance

- Understand, oversee and hold accountability for your program targets
- Be involved in the development of your program budget as required

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- Ensure your team adheres to Uniting financial management processes, such as petty cash, invoicing, reimbursement etc.
- Ensure anomalies to the targets are reported immediately
- Provide detail of actual performance as an element of your monthly report
- Have knowledge of all aspects of Commonwealth Home Support Program funding, including expenditure guidelines and reporting requirements
- Actively seek and progress additional funding opportunities to grow programs and improve our consumer experience

### 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.

### 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

- Relevant tertiary qualification/s in Social Work, Welfare, Community Services or equivalent.
- Desirable: Diploma of Leadership and Management

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### Experience

- Minimum 3 years in people leadership and management role, preferably with significant aged care and volunteer management experience (essential)

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Leadership:** drive a positive workplace culture; lead by example; embed contemporary consumer focused practice; meet program performance indicators and targets; have demonstrated experience in all areas of people management and service delivery
- **Professionalism:** maintain relationships with staff, volunteers and key stakeholders that are respectful, inclusive and collaborative; build and maintain healthy communication channels with all internal and external relationships; support the organisation to embed values and deliver on strategic goals
- **Diversity:** understand the importance of diversity and embed this within your team; advocate for a diverse and culturally rich workplace; foster inclusive practice
- **Accountability:** demonstrate an understanding of the level of accountability held by a Coordinator position, including: quality improvement; program development; people, facilities and financial management; funding and program guidelines; internal and external reporting requirements; risk management; networking and the development and maintenance of key relationships
- Current Drivers Licence

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