

Position Description

Title	Team Leader – Western Support Coordination
Business Unit	Western Community Services
Location	Ballarat and Horsham
Employment type	Full Time Ongoing
Reports to	Senior Manager AOD, Mental Health & Disability (Ballarat Central Highlands region)

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 Disability Support Coordination services across multiple locations in compliance with legislative, regulatory and funding guidelines and Uniting policies and procedures.

It would be expected that the Team Leader holds a smaller case load to be determined with the advice from the Senior Manager.

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

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2. Scope

Budget:

Nil

People:

The position is responsible for the management of direct reports.

3. Relationships

Internal

- Team Leaders
- Managers
- Senior Manager
- Other Uniting staff

External

- Local community providers / partners
 - Funding Stakeholders
 - Consumers
 - Government funding bodies
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4. Key responsibility areas

Program/ Service delivery

- Provide feedback and suggestions to Senior Manager regarding the operation of the program and potential improvements
- Implement improvements through collaboration with the Senior Manager and relevant team(s) and in accordance with Uniting requirements around change management (where relevant)
- Assist in problem solving and preventing operational issues
- Assist in hands-on service delivery, as required

Quality 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)
- Identify, report, manage and respond to emerging issues in an appropriate and timely way
- Contribute to and promote a positive safety culture by taking reasonable care for your own and other's health and safety

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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.

5. Person specification

Qualifications

- A relevant tertiary qualification in social work, community development and/or demonstrated experience in the provision of casework services in the health or welfare sector.

Experience

- Relevant experience in a human services, welfare or social services role.
- 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.

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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.
- **Outcomes 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 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.

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.

7. Acknowledgement

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

Employee

Name:

Signature:

Date: