

# Position Description



<b>Title</b>	Team Leader Engagement Hub
<b>Business Unit</b>	AOD & Mental Health
<b>Location</b>	101 Carlisle Street, St Kilda
<b>Employment type</b>	Ongoing, Full time
<b>Reports to</b>	Manager, Community Mental Health Services

## 1. 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.

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

## 2. Position purpose

The Team Leader manages the day-to-day operational requirements, work distribution and outputs of the Engagement Hub 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.

This position will focus on reviewing and implementing strategies and procedures to ensure that the Engagement Hub continues to effectively support people living with severe and enduring mental ill health, who may also be homeless, socially isolated or living with other complex issues, and may be reluctant to engage with other service models.

## 3. Scope

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**Budget:**

To be advised

**People:**

The position is responsible for the management of:

- Senior Practitioner
- Support Workers
- 1 Personal Care Assistant
- 1 Cook

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### 4. Relationships

**Internal:**

- Engagement Hub Team
- Manager, Community Mental Health
- Peer Team Leaders
- Group Manager, Mental Health
- Uniting staff, volunteers and contractors
- Executive Leadership

**External**

- Consumers
- Local community providers / partners
- Government funding bodies (including DHHS & Local Government)
- St Kilda Parish Mission
- Sacred Heart Mission
- Alfred Psychiatry
- STAR Health
- Launch Housing

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### 5. Key responsibility areas

**People and teams**

- 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.

**Program / Service Delivery**

- Embed strategies to ensure participants are supported to overcome barriers to recovery.
- Continually seek opportunities to improve the accessibility and effectiveness of the service, including pathways and mental health support groups.
- Provide expert leadership that builds maintains and promotes the program's specialist knowledge of working with people with multiple and complex needs.

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- Facilitate, the interface and pathways between St Kilda 101, the community and other services, including key stakeholders such as St Kilda Parish Mission.
- Lead business planning for the program and initiate opportunities for growth.
- Provide feedback and suggestions to Management regarding the operation of the program and potential improvements
- Implement improvements through collaboration with Management 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

### Personal accountability (Lead by Example)

- Model and promote Behaviour that is in accordance with Uniting’s values and behaviours – **Imaginative, Respectful, Compassionate** and **Bold**
- Comply, and ensure team compliance, with the Uniting Code of Conduct, Delegations of Authority, all protocols, policies and procedures and applicable government legislations and standards.
- Adhere to and promote Uniting’s health and safety culture, committing to achieve outcomes, making sound and timely decisions using a variety of data sources.
- 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.
- 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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## 6. Person specification

### Qualifications

- Bachelor level degree in mental health, social work, psychology, social science or a related discipline

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### Experience

- Solid understanding and/or experience in the mental health, homelessness, housing and welfare sectors and working with the most disadvantaged and marginalised members of the community
- Demonstrated experience and competence in continuous quality improvement, program design and implementation, monitoring and evaluation
- Ability to maintain concise records and prepare comprehensive reports and submissions
- Strong leadership skills with demonstrated experience in working with others to facilitate change and deliver program outcomes
- Ability to manage time effectively and to cope with rigorous deadlines
- Knowledge of the National Quality Standards is desirable
- Demonstrated staff supervision and leadership skills and ability to deal with challenging clients and complex issues.

### 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.

**Problem-solving** – proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment

**Service and Program Delivery** – Proven ability to develop and deliver high quality systems and process that ensure high quality service delivery

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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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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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	Manager
Name:		
Signature:		
Date:		