

Mission Australia

About us: Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.

We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.

Together we stand with Australians in need, until they can stand for themselves.

Purpose: Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)

Values: Compassion Integrity Respect Perseverance Celebration

Goal: To reduce homelessness and strengthen communities.

Position Details:

Position Title: Advice and Referral Community Team Leader

Classification: Community Services Employee

Level: Level 5

Function: Strong Families, Safe Kids, Advice and Referral Line

Reports to: Advice and Referral Community Manager and Mission Australia Area Manager

Position Purpose: The Strong Families, Safe Kids (SFSK), Advice and Referral Line is a contact point for people seeking information, advice and assistance if they have concerns about a child and their family. The service provides information and advice about service options and other approaches for responding to the needs of children and families. When a child and their family need assistance the service may provide this through referral to another service, or in some circumstances if a child is considered to be at risk, the service may refer the matter to the Child Safety Service for assessment.

Scope of the Team Leader role:

- The Team Leader works autonomously with supervision provided by the Manager, and has overall responsibility for the health and safety of those under their direction, providing supervision in an efficient, effective and safe manner.
- Delegations and decisions have a major impact on the operations of the work areas and the operation of the Agency. Responsible for the coordination of human, physical and financial resources of a team within the Advice and Referral Service.

- The Team Leader undertakes delegations within legislative requirements, set guidelines and timeframes.
- Maintain any workplace under their control to a standard that complies with relevant Work Health and Safety legislation, policy and procedures.

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Team Leadership
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Provide day-to-day professional leadership and practice guidance, and facilitate a reflective learning culture within the team and broader service. • Work collaboratively with the leadership team, including the Clinical Practice Consultant and Educator, to integrate a strength based approach to practice. • Ensure that financial management, service delivery and administration standards are met. • Model leadership and promote accountability by taking ownership of decisions and encouraging the same in team members regarding to the application of legislation, policies and procedures and professional judgement. • Present information at the weekly review meeting in relation to children who have been considered to be at risk and who required assistance and monitoring of their safety. 	<ul style="list-style-type: none"> • Advice and Referral Line (ARL) team demonstrates a reflective learning culture. • A strength-based approach to practice is integrate into the (ARL) program. • All financial management, service delivery and administration standards are met. • ARL tem demonstrates a willingness to take ownership of decisions, and values accountability, particularly in regarding to the application of legislation, policies and procedures and professional judgement. • Appropriate and accurate information is presented at the weekly review meeting.
Key Result Area 2	Client Servicing
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Ensure that service objectives, procedures, legislation and priorities are met effectively and 	<ul style="list-style-type: none"> • Service objectives, procedures, legislation and priorities are met effectively and efficiently, and desired outcomes are achieved.

<p>efficiently to secure desired outcomes.</p> <ul style="list-style-type: none"> • As a member of the SFSK Advice and Referral leadership team and the Mission Australia Leadership team, contribute to the overall success of the Service by promoting and role modelling professional and respectful behaviours, agreed practice, values and positive workplace culture. • Provide professional advice and supervision and professional development opportunities to staff in the SFSK Advice and Referral Service. • Undertake critical and high level client contact, including dealing with complex enquiries, preparation of complex correspondence and provision of detailed information about the operations of the service. 	<ul style="list-style-type: none"> • Positive behaviours are role modeled to ARL team members, resulting in a positive workplace. • ARL staff benefit from professional advice and supervision, and have access to professional development opportunities. • Complex client cases or enquiries are escalated to the Team Leader, and those cases are dealt with appropriately. • Team Leader is seen as the subject matter expert on the ARL program and is able to provide in depth responses with detailed information.
<p>Key Result Area 2</p>	<p>Contract Delivery</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Develop and maintain appropriate and effective relationships with government and non- government service partners in all regions. • Actively participate in and contribute to the organisation’s Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon. • The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, 	<ul style="list-style-type: none"> • Relationships with all service partners is positive and beneficial to the ARL program. • The organisation’s Quality & Safety and Work Health & Safety processes are continuously improved and relevant. • Other suitable duties are undertaken in a willing manner.

<p>qualifications and experience normally expected from persons occupying positions at this classification level.</p>	
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Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and Values

- Actively support Mission Australia’s purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Actively support Mission Australia’s Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- A Bachelor of Social Work or a Diploma of Community Welfare Work or other tertiary qualifications at Diploma or above level which includes units of case management/casework practice and supervised practical work placements in relevant fields.
- Demonstrated experience in engaging and working therapeutically with children and families and people with a disability.
- A minimum of three years management experience in leading a small team

Competencies

- **Building Relationships:** demonstrated ability to establish rapport quickly and to develop and maintain professional relationships with callers that maximise the participation of professional callers and community and family members to ensure the best outcome for children and families.
- **Casework:** knowledge and experience in assessment and casework intervention with individuals and families who have complex needs, together with knowledge of theoretical perspectives that relate to child protection practice, with an ability to apply this to identify strengths, articulate worries and formulate a mutual understanding of the required assistance
- **Interpreting and Analysing Information:** Capacity to draw upon relevant information, including alternate points of view and legislative requirements, to logically assess and analyse a situation, and utilise sound professional judgement to decide the best way forward.
- **Communication:** Ability to confidently present both written and verbal messages, whilst seeking to respectfully understand a variety of stakeholder needs and tailor communication style and messages accordingly, even in complex and difficult circumstances.
- **Self-management:** demonstrable use of consultation, supervision and reflective practice to inform professional practice, including a demonstrated capacity to be flexible self-motivated and show initiative, with evidence of a commitment to continuous learning in line with contemporary practice.
- **Confidence and Independence:** Demonstrated ability to manage situations where there is a high degree of uncertainty and ambiguity and is able to skilfully use professional confidence and authority, together with well-developed organisational and time management skills, with a proven ability to deal with competing demands within established timeframes.

Key challenges of the role

- Ensure understanding of the intricacies of the program is constantly up to date.
- Maintaining professional distance from clients and being proactive in administering self-care.
- Staying abreast of changes in services and information in the local region which can be utilised to support children at risk and their families.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input checked="" type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval

Manager name	Approval date
Bart Kastrop – Area Manager	7/4/2020