

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader – HomeStay Program	Department	Community Programs- Services Unit
Location	Toowoomba	Direct/Indirect Reports	7
Reports to	Service Lead - Toowoomba	Date Revised	June 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

■ Position Level Descriptor

An individual at the Team Leader level is a front line Manager or Supervisor who has a team of people reporting to them. The team generally has a single disciplinary focus. An individual at the Team Leader level typically reports to a Manager

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

Red Cross is now actively progressing its Strategy 2020 agenda to clearly focus our efforts over the coming years and position us to make a real and lasting difference to the lives of people in Australia and overseas. Consequently, Queensland is realigning its operations to the revised goals and outcomes which present a much sharper focus of what we are going to do over the next five years. The position's primary responsibility is to operationalise *Strategy 2020 –Goal 4: Improve the wellbeing of those experiencing extreme vulnerability* and contribute to the management of the HomeStay program. The HomeStay program provides case management support to people who are housed but at risk of homelessness with the goal of preventing a client from losing a tenancy that is at risk – early intervention. Support is provided within a holistic framework and is responsive to clients individual needs and circumstances including assertive outreach, case work, life skills based activities/groups and linking clients with ongoing support services.

Reporting to the Service Lead, the **Team Leader HomeStay** will contribute to enabling place-based operational goals and work plans and lead a team to ensure high quality service delivery that achieves sustainable outcomes for clients and communities. The role requires a demonstrated knowledge of and proven ability to effectively apply professional practice methodologies (i.e. case management), policy, quality standards, and relevant legislation in service delivery and ensure frontline service delivery staff have the knowledge and skills to enable high quality service responses in their day-to-day work. Therefore understanding and implementing effective staff management and personnel practices are essential.

Contributing to the management of the organisation, the Team Leader will provide expert advice and sound decision-making and utilize innovative, evidence-based practice to supervise a team that deliver case management services. The role will link across the Housing and Homelessness sectors, collaborating with a wide variety of organisations in order to meet the needs of people experiencing homelessness.

Service users will benefit from this role's high level leadership skills in managing services and supporting staff to meet the standards of the service and in line with community need, organisational policies, accepted standards of practice and contractual agreements.

■ Position Responsibilities

Key Responsibilities – technical

- Holding a key leadership role within Community Programs- Services Unit you will be accountable for exercising management responsibility of a service team to deliver agreed humanitarian service outcomes that support and empower people and communities in times of vulnerability. This role will be responsible in facilitating our overall purpose of 'reducing suffering through mobilising the power of humanity' through the implementation and operational management of the HomeStay program in the Toowoomba region.
- In collaboration with the Service Lead, plan, develop and coordinate place based service responses that are evidence based and reflective of the needs and aspirations of the community and be responsible for leading a high performing results-driven team that consistently demonstrates excellence in professional service delivery
- Work collaboratively and/or broker sustainable partnerships with a range of stakeholders and play an integral role in the development of referral and support relationships with external providers by setting exemplary modeling in integrated service planning and delivery
- Ensure effective implementation of service/contractual agreements so that they are delivered in accordance with the contractual specifications, scope of work, and other terms and conditions of the contract including undertaking the operational monitoring (identifying, analysing, treating, and monitoring risks) and management of the contract to ensure the ongoing effectiveness of the program
- Champion organisational priorities in quality and practice development and strategic direction at the local level and implement practical strategies for service improvement and staff development. As well as ensure outcomes are met in agreed timeframes in accordance with the Queensland State-wide Quality Improvement Plan
- Provide high quality supervision and leadership with a focus on building high performing teams by:
 - setting standards and clear expectations
 - ensuring agreed frameworks, policies, methodologies and/or approaches are practiced
 - monitoring performance and identify emerging trends in service practices
 - responding to, developing and building on staff capabilities and recognising and rewarding excellence
 - ensuring documentation (case files/notes, data collection) and reports meet the required outcomes, including good practice standards and financial and performance requirements

Key Responsibilities – leadership

- Be an integral part of the Community Programs- Services Unit team for setting clear strategic direction and drive integration planning processes and resource management with services teams and other functional areas (i.e. Business Support Unit and National Office) in order to meet the strategic directions of the organisation
- Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored
- Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expense
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety

■ Position Selection Criteria

Technical Competencies

Essential

- A passion for social change and a record of achievement in delivering solutions that improve people's lives including the ability to coordinate and motivate teams, set goals, establish priorities and meet deadlines and monitor and improve performance to establish high quality service outcomes
- A comprehensive understanding of current trends and issues in the service delivery sector including knowledge of human services legislative and policy environment and policy and practice standards (particularly in homelessness and case management) and ability to lead, coach and mentor teams to ensure compliance and continuous improvement of relevant legislation, industry standards and best practice
- Proven leadership experience in a human services context and skills in forging a team-based approach and providing direction, supervision and support to staff working preferably within a place based community development environment and/or geographically dispersed workforce in a large matrix based human service organisation
- Demonstrated knowledge of evidence based casework strategies and principles with proven experience in delivering casework services to people 'at risk' of and/or experiencing vulnerabilities as well as experience of administering Brokerage funds in the context of case
- Ability to minimise the risk which arises from crisis situations and exercise professional judgement based on ethical and legislative requirements
- Demonstrated understanding of reflective practice and continuous improvement
- Demonstrated leadership experience in managing personal and professional boundaries
- Ability to maintain accountability for funding and service agreements and operate within the terms and conditions of the contract and organisational strategic objectives
- Demonstrated skills in stakeholder engagement and fostering sustainable partnerships with communities, not-for-profit organisations, government and the private sector
- Well developed analytical, problem solving and decision making abilities including high level oral and written communication skills, including report writing and further ability to evaluate and analyse service delivery data to support effective service responses and practices
- Proven ability to supervise, develop, and lead the performance of service teams across a broad service portfolio and enable a highly focused, client service oriented workforce to effectively implement strategies that support positive change and improve outcomes for clients and communities
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities
- Tertiary qualifications in human services or a related field

Desirable

- Applied knowledge of the role of volunteers and how they can add value

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.

- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters