

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader	Department	Employment Services
Location	Caloundra, Qld	Direct/Indirect Reports	Direct 4-7
Reports to	Manager Employment Services	Date Revised	August 2021
Industrial Instrument	Labour Market Assistance Industry Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0043534

■ 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

The Team Leader is responsible for the performance of their designated site/s ensuring positive outcomes for clients, whilst ensuring key performance and financial targets (placements and outcomes) are met. The role is also accountable for ensuring site compliance with all aspect of the Deed and other statutory and legislative requirements.

■ Position Responsibilities

Key Responsibilities

- Communicate and implement the Employment Services Regional plan, ensuring team buy in for the plan and understanding for how it supports delivery of the Employment Services strategic plan and financial performance objectives.
- Produce monthly reporting, identifying and recommending opportunities for business development and growth and implementing mitigation plans with the Regional Performance Manager where risk is identified.
- Provide leadership to the Site team, setting clear expectations, providing timely feedback and coaching and promoting a strong team based culture that is focussed on performance.
- Provide input to the development and implementation of a local marketing plan to promote disability employment services internally and externally with clients, employers, funding bodies and local communities.
- Monitor site service delivery ensuring continuous improvement occurs across all areas and that services comply with evolving and changing legislative and contractual compliance requirements. This includes Deed variations, Policy changes, ISO 9001 and National Standards for Disability Services.
- Approve operating expenditure as required up to \$ 1000
- Manage internal/external complaints within departmental and Red Cross guidelines to ensure the timely and efficient resolution of issues.

- Drive the performance of the Site team, through the implementation of effective performance management frameworks and rewards and recognition programs that drive performance and deliver agreed financial and performance outcomes.
- Work across multiple Red Cross Employment Office locations (as required) to ensure effective service delivery to clients.
- Lead by example, ensuring that all staff comply with the Red Cross Ethical Framework, including the Red Cross Fundamental Principles and observation of all Red Cross Policies and procedures, including Workplace Health & Safety.

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience leading others in Disability Employment Services or similar.
- Comprehensive knowledge and understanding of the Deed and Quality Standards such as ISO, National Standards for Disability Services.
- Demonstrated ability to build relationships and local and professional networks to identify client and new business opportunities.
- Demonstrated track record of coaching and developing others to achieve a high performance team culture.
- Strong written and verbal communication skills.
- Strong facilitation skills in order to deliver client workshops (job search, resume preparation etc)
- Strong problem solving and conflict management skills.
- Highly organized.

Qualifications/Licenses

- Depending on Site Location, a Working with Children check may be a mandatory requirement for this role
- Police Check

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.
- **Team effectiveness | Collaborating |** Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **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 Ethical Framework 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 5 years thereafter. Police check renewals may be required earlier than 5 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