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POSITION DESCRIPTION – TEAM LEADER

Position Title	Client Services Team Leader	Department	Migration Support Programs (MSP)
Location	North Melbourne	Direct/Indirect Reports	10
Reports to	Assistant Manager	Date Revised	July 2017

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

■ Position Level Descriptor

Working with people made 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 may have a single or multiple disciplinary focus. An individual at the Team Leader level typically reports to a Manager or Assistant Manager.

■ Position Summary

Red Cross Migration Support Programs (MSP) is responsible for coordinating, leading and supporting complex national programs. The overall objective is to provide effective and responsive services to people who are vulnerable as a result of migration, such as those separated by war and disaster, refugees, asylum seekers and immigration detainees.

Red Cross is the lead agency in the delivery of a major national program funded by the Department of Immigration and Border Protection (DIBP). Further information on these programs is available on our website <http://www.redcross.org.au/migration-support.aspx>.

The Client Services Team Leader is responsible for operational and program delivery of high quality services to MSP clients. Key aspects of the role will be leading, developing and motivating the team members in a nationally consistent Integrated Services environment; to ensure efficient and timely delivery of operational and program requirements and contribute to a continuous improvement cycle.

■ Position Responsibilities

Key Responsibilities

- Responsible for the delivery of client services and day to day management of team operations.
- Provide leadership to ensure the implementation of operational guidelines, systems and policies.
- Project management to achieve organisational goals.
- Act as an escalation point for client incidents and support caseworkers to resolve matters.
- Analyse client services data and information and provide judgement and leadership for ongoing improvement.
- Coach, mentor and develop direct reports in order to achieve both program and organisational outcomes.
- Ensure that all team members have monthly supervision, up to date work plans in place and that performance is regularly monitored and accounted for.

- Manage staff scheduling
- Co-ordinate cross-functional team liaison as required including external stakeholders.
- Ensure team members are working collaboratively across teams and functions including liaison with the national office.
- Develop and maintain a client services environment that is welcoming and accessible to individuals and families and works towards MSP's goal of increasing clients' resilience and self-agency.
- Accountable for all team reporting requirements within client services.
- Ensure that services are provided in accordance with Red Cross policy and program practice standards and DIBP contractual obligations including KPI's.
- Develop and constantly improve systems for supervised staff and volunteers to enable them to fulfil their job requirements.
- Develop and model a culture of collaboration, respect and high customer service standards within the team.
- Ensure compliance with all Red Cross policies including Workplace Health and Safety.
- Participate in projects as required.
- At times work will be required to be undertaken out of business hours in response to service requirements and time in lieu will be negotiated according to Red Cross policy.
- Other general responsibilities within the scope of this role.
- Travel between locations within state/territory may be required.

■ Position Selection Criteria

Technical Competencies

- Demonstrated program management; including staff rostering, program implementation, contract management.
- Demonstrated analytical and planning skills.
- Developed casework and case coordinator skills.
- High level knowledge of MS office and database management experience.
- Experience in managing both staff and volunteers.
- Excellent organisational skills for managing a demanding workload.
- Well developed understanding of the refugee, asylum seeker and immigration detention sector and service needs of relevant clients.
- Ability to manage complex and sensitive case issues.
- Proven ability to effectively liaise, negotiate and maintain positive relationships.
- Well developed written and verbal communication skills.
- Experience working with and handling sensitive and confidential material.
- High level of customer service skills, including complaint handling.

Qualifications/Licenses

- Tertiary qualifications in a related field is essential (social/community services) and/or demonstrated related experience.
- Working with Children Check.
- Current Drivers License.

Behavioural Capabilities

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

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