

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader - Roadhouse	Department	Community Service
Location	Canberra	Direct/Indirect Reports	3 Staff, 35+ Volunteers
Reports to	Manager – Community and Social Enterprise Programs	Date Revised	Jul 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	

■ 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 role of the Roadhouse Team Leader is to coordinate all activities of the Roadhouse Program such as: free meals, information and referral services, material aid and related community events. The Team Leader has primary responsibility for the delivery of human-centred client support service, support to staff and volunteers, as well as reporting and other administrative and financial functions. The Team Leader Roadhouse also contributes to organisational change activities, including continuous improvement, quality measures and building an optimal team culture.

The Roadhouse Program runs from the Griffin Centre 6 days per week.

■ Position Responsibilities

Key Responsibilities

- Coordinate the delivery of the Roadhouse services in accordance with the overall Red Cross strategic intent, policies and procedures
- Ensure client services reflect community development principles and Red Cross Ways of Working
- Coordinate and support staff and volunteers in the provision of Roadhouse services, including rostering, and support to meet professional development and WHS needs
- Ensure that Roadhouse patrons receive appropriate support that meet their needs and aspirations
- Develop and maintain effective partnerships with relevant external stakeholders
- Ensure quality case notes, data, and other records are maintained for patrons and the Service
- In partnership with the Coordinator Community Engagement, foster a positive, effective and productive team culture
- Seek opportunities to collaborate with other Red Cross services in meeting the needs of Roadhouse patrons
- Coordinate the recruitment and ongoing support of staff and volunteers
- Contribute to Red Cross change activities, providing feedback on Roadhouse contexts and implementing change as required

- Participate in the development of annual Roadhouse business planning processes and coordinate its implementation
- Coordinate the regular monitoring and evaluation of the Roadhouse Program for continuous improvement
- Complete reporting, procurement and other administrative functions as required.

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in case management or coordination and implementing community development principles
- Demonstrated knowledge and understanding of the issues of homeless and/or those at risk of being homeless
- Demonstrated experience in the homelessness or comparable sector
- Demonstrated knowledge of and experience with people from multicultural communities and Aboriginal and Torres Strait Islander peoples
- Demonstrated understanding of, and experience in, program coordination and project management
- Previous experience leading teams and strong understanding of how to coach and support teams through change
- Empathy with and understanding of the needs of vulnerable people and people presenting with complex needs
- Understanding of and experience in coordinating change activities at service level, including but not limited to, continuous improvement
- Demonstrated experience working in partnership with a range of organisations and stakeholders
- Strong verbal and written communications skills including respectful and effective interpersonal working relationships
- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Proficiency in MS Office or similar software and experience using client management databases and financial software
- Demonstrated integrity, tact and discretion.

Qualifications/Licenses

- Relevant tertiary qualifications, skills and/or experience in the community sector or related field.
- ACT Working with Vulnerable People card.
- Current Australian Driver's Licence.

Behavioural Capabilities

- **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 | Managing change |** Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **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 | Valuing voluntary service |** Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.
- **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