

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader – Social Inclusion	Department	Community Programs – Northern Region
Location	Northern Region	Direct/Indirect Reports	0-7
Reports to	Regional Operations Manager	Date Revised	November 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0050386

■ 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 – Social Inclusion, Northern Region is required to provide leadership and support to the Social Inclusion Team within the Northern Region (North/South). This position will work in consultation under the guidance of the Regional Operations Manager to ensure efficient and appropriate service delivery in accordance with Community Visitors Scheme & CHSP standards and guidelines.

■ Position Responsibilities

Key Responsibilities

- Provide leadership and practical support, coaching and guidance to team members to maximise individual and team contributions
- Ensure all internal and external reporting and accountability requirements are prepared and agreed deadlines are met in consultation with the Regional Operations Manager
- Ensure adherence to the Community Visitors Scheme & Commonwealth Home Support Program National Guidelines and all other relevant policies and procedures by all team members
- Recruit and maintain volunteer numbers for Social Inclusion Programs within the region as per need of the program operation, ensuring that resourcing needs are identified in a timely manner
- Maintain volunteer records and report on statistical data on consistent manner
- Hold regular team meetings within the designated program to ensure the effective communication of relevant information to team members
- Monitor and maintain the integrity and confidentiality of program databases, documentation and other formal recorded information
- Prepare and maintain records and correspondence as required
- Working with the Social Support Manager to 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
- Monitor and maintain the integrity of Program databases

- Attend local, state and national CVS meetings and report back to Regional Operations Manager and Team regarding any changes or updates

■ Position Selection Criteria

Technical Competencies

- Strong understanding of the Community Visitors Scheme and Red Cross CHSP, or willingness to learn
- Proven ability to lead & motivate a team
- Strong organisational, administrative and time management skills
- Highly developed oral and written communication skills
- Demonstrated knowledge of computer software applications including database management & control
- Ability to coordinate planning, implementation & evaluation of services
- Ability to demonstrate initiative; work independently and in a team environment
- Experience working with and an understanding of issues affecting elderly population groups
- Experience in program coordination
- Experience in conducting formal client assessment & reviews

Qualifications/Licenses

- Relevant qualifications and/or experience in community services, health or social science fields
- Unrestricted driver's license
- A Working with Children Check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Managing my behaviours** | Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams.
- **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 | 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 | Innovating and improving** | Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to

■ 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.