

TEAM LEADER – LEAD TENANT AND AOD PROGRAMS NORTHERN REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Team Leader
Program	Step Out Lead Tenant & AOD Programs
Classification	SCHADS Award Level 7 (Social Worker Class 4) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time
Hours per week	38
Duration	Ongoing
Location	Northern Region – Preston with travel to Craigieburn as required
Reporting Relationship	This position is directly accountable to the Program Manager, Residential Services
Effective date	February 2019

Overview of program

The Team Leader of Lead Tenant and AOD oversees a multi-disciplinary team which provide direct service delivery to young people. The team consists of the following; two Lead Tenant Case Managers (Preston), two Alcohol and Other Drug (AOD) Youth Support Workers (Preston), a 'Reach-Out' Youth AOD worker (Craigieburn) and an AOD Clinician servicing adult clients (Craigieburn). The Programs aims to provide a holistic and collaborative approach to the delivery of quality case management, AOD support services and semi-independent accommodation support to adolescents with diverse and complex needs.

Position Objectives

- To ensure that participants in the program receive an optimum service.
- To provide supervision and support to a multidisciplinary team
- To manage the delivery of a high quality, flexible and accountable service to participants and their families.
- To participate in the development, review and ongoing evaluation of the effectiveness of programs.
- Contribute to the preparation of and maintain accountability for the each programs budget.
- To maintain a solid working relationship with the Department of Health and Human Services particularly Child Protection and other key stakeholders.
- To develop consistent standards of case management, compatible to Anglicare Victoria and Department of Health and Human Services guidelines and expectations.
- Contribute to program development within Anglicare North Metro Area.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Ensure casework is planned, managed and reviewed, is consistent with Agency expectations and relevant legislative, policy and service standards frameworks.
2.	Manage the daily service delivery to participants and their families while regulating and manage referrals to the program.
3.	Monitor internal service performance and outcomes.
4.	Ensure performance targets and service agreements are being adhered to and to monitor program outcomes.
5.	To provide individual supervision and support to team members on a regular basis and within Agency guidelines, and to co-ordinate and participate in individual annual reviews.
6.	To provide a direct casework service aimed at minimizing the identified protective concerns and maximising personal development through a range of intervention techniques.
7.	To participate in the Preston Youth On Call service.
8.	Recruit and recommend selection of staff and assess their training needs / professional development as well as resolving any identified issues
9.	Oversee movement and safety of staff, administration requirements of staff, Leave, TIL, OH&S management

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	<ol style="list-style-type: none"> 1. A relevant tertiary qualification in Social Work, Youth Work, Welfare Work and/or Community Development and experience in working with people with AOD issues. 2. Certificate IV in AOD or have completed the required competencies. 3. Demonstrated skills in supervising workers in the provision of effective service delivery to young people and the capacity to motivate, lead and empower a staff team to meet program goals and objectives. 4. Experience in working supportively and therapeutically with young people and a capacity and commitment to assist them to achieve positive change in their lives 5. Knowledge and understanding of Department of Human Services' Placement and Support and Protective Services and other key stakeholders. 6. Appropriate verbal / written communication skills and negotiation skills. 7. Ability to contribute and facilitate program and policy development.
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Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two nominated capability groups; **Personal Qualities** and **Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.
- A current Victorian Driver's license is essential.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
