

Position Description

Title	Team Leader
Business unit	Administration Services, Eastern Melbourne
Location	160 Whitehorse Road, Blackburn 3130
Employment type	Full time Ongoing
Reports to	Senior Manager, Homelessness Support Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Team Leader, Administrations, Eastern Melbourne is responsible for oversight of the administration function across the Blackburn and Croydon sites. The position will be based at the Blackburn site and ensure administrative systems and processes are functioning well. It is an expectation to identify and drive administrative system and process enhancements to improve efficiency and consistency.

The Team Leader Administration Eastern Melbourne provides leadership to Administration Officers in the East and is responsible for contributing to the delivery and development of systems and processes that respond to business needs and identify and respond to evolving service development needs. The position is responsible for ensuring administrative functions assist service delivery to meet and maintain accountability for statutory and reporting requirements.

2. Scope

Budget:

Nil

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People:

8 employees (FT&PT) plus casual employees

Relationships

Internal

List key internal relationships that this position has primary and regular day to interaction with

- Senior Program Management
- Uniting employees, students, volunteers and contractors
- Uniting Corporate Support Services

External

- Key partners, community service networks and peak bodies

3. Key responsibility areas

Administration

- Manage existing administrative systems, ensuring they operate efficiently that consistent practices are embedded across the administration team in the East.
- Lead the planning, review, development and monitoring of administrative functions, including the identification of issues, the development and implementation of solutions and ensure administrative and program employees are trained in administrative enhancements.
- Take responsibility for the management of projects with a focus on administration.
- Ensure administration workflow is efficient and workload is distributed amongst team members in a manner that meets program requirements.
- Ensure administration systems are compliant with Uniting policy and legislative and funding requirements.
- Provide high level administrative support for projects and portfolio work.
- Manage the administration team and coordinate administrative support across the East to ensure that sites are operating efficiently. This may require backfilling reception at short notice where there are staffing gaps.
- Coordinate rostering of administration team members to cover planned and unplanned leave.
- Provide an early morning on call function (7am-9am) and make appropriate coverage arrangements for unplanned leave.
- Other duties as required.

People and teams

- Provide authentic team leadership to the paid and unpaid workforce and the highest level of professional conduct in alignment with Uniting's values, policies and procedures.
- Lead, motivate, coach and inspire an engaged, capable, consumer-centric and productive workforce to achieve positive consumer and community outcomes.
- Be a champion for employee engagement to develop and sustain a positive workplace culture.
- Model, promote and maintain a positive, respectful and enthusiastic work environment.
- Provide support, guidance, coaching, leadership and empowerment to the team including constructive feedback through regular supervision and performance reviews.
- Undertake regular supervision and performance reviews with line management, providing feedback to promote collaborative working relationships
- Lead the team in leading practices and effective process governance.

Quality and risk

- Ensure all legal, funding, compliance and statutory requirements relevant to the position are met. Proactively develop, implement and review contingency plans, if required.

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- Contribute to annual budget development for the Administration Team and support monitoring and management of financial and human resources to achieve optimal service outcomes, efficiency and sustainability.
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required.
- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures.
- Provide regular reports on required service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required.
- Implement and monitor appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.

Legal requirements, risk and management

- Ensure all legal, funding and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting. (child safety)
- Foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks. Contribute to annual budget development for the Administration Team and support monitoring and management of financial and human resources to achieve optimal service outcomes, efficiency and sustainability.
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required.
- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures.
- Provide regular reports on required service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required.
- Implement and monitor appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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4. Performance indicators

- Quality and performance of programs and services
 - Workforce performance and development
 - Stakeholder engagement
 - Risk management
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5. Person specification

Qualifications

- Bachelor level degree or Diploma in Business Administration or related discipline (preferred)

Experience

- Demonstrated experience in managing administrative functions and teams. (essential)
- Experience in a community services organization. (desirable)
- Demonstrated ability to set priorities and deadlines for self and team members and work with minimal supervision and under pressure.
- Ability exercise initiative and judgment where practices and direction are not clearly defined.
- Ability to problem solve and effectively manage feedback.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
 - List the selection criteria other than qualifications and experience that a candidate will be assessed against in an internal and/or external recruitment process.
 - Group in key areas with headings in order of importance (e.g. Project management: proven capability to scope, plan, manage and deliver complex information technology software development projects).
 - These are normally core technical and or professional/leadership (soft skills) capabilities (within a capability framework if inexistence), areas of knowledge or practice that the incumbent must regularly call upon, or other key success factors for this position
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.