

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader - HSP	Department	Migration Support Program
Location	Perth	Direct/Indirect Reports	Up to 10
Reports to	HSP Regional Manager	Date Revised	Dec 2020
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0028973

■ 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

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

The Team Leader – Complex Case Management works within the Humanitarian Settlement Program (HSP), a federally-funded service which aims to build the skills and knowledge for social and economic well-being of refugees and humanitarian entrants. The HSP delivers Settlement Services to Clients through a tailored, needs-based case management approach. The Team Leader will provide guidance, support and oversight to case managers through line management providing intensive services for humanitarian entrants with exceptional needs in need of additional settlement support and from multiple support services. Key areas of support includes child protection, domestic family violence, disability services support, mental health, torture and trauma.

■ Position Responsibilities

Key Responsibilities

- Provide leadership to, manage and support a team of case managers delivering HSP client services, and oversee day to day management of team operations
- Lead quality complex case management practice across HSP services
- Capacity build case managers and complex case managers in relation to clients with complex and/or escalating health issues (physical and mental), family violence and child protection issues
- Provide guidance and undertake client advocacy, problem solving, case coordination, crisis intervention and reporting as necessary to minimize harm to clients and others.

- Develop networks with mental health agencies, disability services, family and domestic violence programs and child protection services to maximize supports and referral pathways for vulnerable clients and provide guidance to case managers in how to access these services
- Provide leadership to ensure the implementation of operational guidelines, systems and policies
- Project management to achieve Settlement Outcomes and organisational goals.
- Act as an escalation point for client incidents and support case managers and other staff to resolve matters
- Coordinate client intake and allocation to HSP staff
- 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
- Provide monthly supervision to direct reports, ensure up to date work plans are in place and that performance is regularly supported, 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 Department of Home Affairs 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
- Collaborate with colleagues from across the country on projects, develop new networks, insights and skills whilst generating shared impact on outcomes
- Actively contribute to a positive work environment culture
- Volunteer engagement and management
- 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 quality complex case management skills, especially in a cross cultural setting
- Demonstrated understanding of how to holistically assess complex client needs, including conducting risk assessments, and developing effective case plans and safety planning

Team leadership experience providing line management and supervision to case managers working with complex cases and situations working with high needs and high risk clients and their families

- Demonstrated program management; including staff rostering, program implementation, and contract management
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds
- Demonstrated analytical and planning skills
- Developed case management and case coordinator skills
- High level knowledge of MS office and database management experience
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team
- Demonstrated experience and expertise in leading and providing technical support and guidance to a case management team
- Excellent organisational skills for managing a demanding workload
- Well-developed understanding of the refugee and humanitarian entrant 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 (social/community services) and/or demonstrated related experience essential
- Working with Children Check is a mandatory requirement for this role
- Current Driver's License

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **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 | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **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 | Innovating and improving** | Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

■ 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.