

# Position Description

<b>Title</b>	Team Leader – Asylum Seeker Programs
<b>Business unit</b>	Homelessness and Community Support
<b>Location</b>	Various
<b>Employment type</b>	Maximum term until June 2025, part-time (68.4 hours per fortnight)
<b>Reports to</b>	Senior Manager, Homelessness and Community Support, North West Vic & Tas

## 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 manages the day-to-day operational requirements, work distribution and outputs of the Asylum Seeker Project (ASP) and the Asylum Seeker Welcome Centre (ASWC) across multiple locations in compliance with legislative, regulatory and funding guidelines and Uniting policies and procedures.

The Team Leader is responsible for relevant external stakeholder management and building effective teams through the engagement, supervision and development of employees within the Asylum Seeker Programs (ASP and ASWC).

## 2. Scope

**Budget:**

Nil

## Position Description

### Team Leader – Asylum Seeker Programs

#### People:

The position is responsible for the management of 8 direct reports, students and volunteers.

- ASP caseworkers
- ASWC community development workers
- ASWC intake and client support workers

## 3. Relationships

### Internal

- Team members – employees, students and volunteers
- Team Leaders
- Senior Managers
- Other Uniting staff

### External

- Consumers
- Sector service providers and partners
- Local community providers
- Funding and donor stakeholders

## 4. Key responsibility areas

### People and teams

- Provide support, guidance and leadership to team members to deliver effective, high quality, strengths-based and culturally appropriate case work and community development practices.
- Set clear individual and team expectations and timeframes.
- Monitor team performance and provide regular informal feedback and formal feedback (both positive and constructive) during six-monthly and annual performance reviews, in accordance with the Performance Review and Development Protocol.
- Undertake regular Supervision with all team members in accordance with Supervision Protocol.
- Empower team members to continuously grow and develop their skills in accordance with Uniting values, goals and capability framework.

### Service Delivery

- Manage incoming program referrals including professional liaison with referring agency.
- Allocate cases to team members having regard to caseloads and case complexity.
- Manage and monitor service delivery resources in line with budget.
- Collaborate and engage with partners, donors and networks to develop and maintain relationships.
- Monitor, review and evaluate ASP and ASWC service delivery.
- Provide feedback and suggestions to Senior Manager regarding the operation of the program and potential improvements.
- Implement improvements through collaboration with the Senior Manager and relevant team(s) and in accordance with Uniting requirements around change management (where relevant).
- Contribute to funding applications and budget development.
- Assist in problem solving and preventing operational issues.
- Participate in after-hours roster.
- Assist in hands-on service delivery, as required.

### Site Management

- Provide day to day site management of ASWC including any changes to operating hours/parking.
- Administration of site fleet vehicles, duress alarms and keys.

## Position Description

### Team Leader – Asylum Seeker Programs

- Co-ordinate access of external and internal contractors and employees.
- Manage team/site rostering to ensure adequate staffing levels.
- Responsible for team/employee site amenities.
- Undertake site audits in accordance with Uniting protocols and procedures.

#### Quality and risk

- Manage and co-ordinate response to escalated consumer incidents.
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).
- Identify, report, manage and respond to emerging issues in an appropriate and timely way.
- Contribute to and promote a positive safety culture by taking reasonable care for your own and other's health and safety.

#### 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.
- 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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## 5. Performance indicators

### People management

- Provide supervision of direct reports, students and volunteers in line with Uniting policies and procedures.

### Stakeholder management

- Provide collaborative and timely communication to internal and external stakeholders.

### Reporting

- Ensure all external and internal reporting requirements are met and provided in line with funding timeframes and deadlines.

## Position Description

### Team Leader – Asylum Seeker Programs

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## 6. Person specification

### Qualifications

- A relevant tertiary qualification in social work, community development and/or demonstrated experience in the leading teams in the provision of casework services in the health or welfare sector.

### Experience

- Proven ability providing professional supervision to casework staff, or a demonstrated understanding of the aspects of professional supervision (**essential**).
- Knowledge of the issues facing people seeking asylum, including issues that relate to people who have experienced torture and trauma (**essential**).
- Experience providing support, guidance and leadership resulting in high quality casework support and advocacy (**essential**).

### 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.

### Leadership

- Ability to supervise workers in varied program areas.
- Ability to work well both autonomously and as part of a team.
- Ability to work in a changeable environment and meet tight deadlines.

### Communication:

- Strong verbal and written communication skills.
- Good negotiation skills.
- Highly developed cross-cultural communication and sensitivity to cultural issues.
- Strong report writing skills, including a demonstrated ability to meet program requirements.

### Stakeholder management:

- Demonstrated ability to collaboratively liaise with community, government and other stakeholders to develop and maintain stakeholder relationships.
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## 7. 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.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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**8. Acknowledgement**

**I have read, understood, and accepted the above Position Description**

**Employee**

Name:	
Signature:	
Date:	