

## POSITION DESCRIPTION – OUTREACH TEAM LEADER

Position Title	Outreach Team Leader	Department	Young Parents Program, Outreach
Location	Randwick with frequent travel to Parramatta, Gosford, Nowra	Direct /Indirect Reports	Direct – 8 Indirect – 4
Reports to	Program Manager	Date Revised	January, 2020 SCHADS Grade 5

### • Position Level Descriptor

An individual at the Team Leader level is a front line Manager or Supervisor who has a team of people reporting to them. The team generally has a single disciplinary focus. An individual at the Team Leader level typically reports to a Manager.

### • Position Summary

The Young Parents Program (YPP) works to ensure best outcomes for children and families by improving the capacity of young parents with complex needs aged 13 to 25, to live and parent independently. YPP is designed to meet the needs of a highly vulnerable group in the community, pregnant and parenting young women and men who are unable to access elsewhere the safety, security and support required to parent effectively. YPP takes a strengths-based early intervention approach, building the capacity of young parents to live independently in appropriate housing, develop parenting and life skills to ensure best outcomes for their children, and break the cycle of intergenerational trauma, abuse and neglect.

The Outreach Team Leader is responsible for the operational management of the Outreach and Aftercare stage of the Young Parents Program including supervising case management and practice, and ensuring the delivery of a quality, client focused service for young parents and their children in line with legislative and funder requirements.

The Outreach Team Leader manages a geographically spread team, supporting intensive case management with approximately 50 families over four sites. There are complex risk factors that must be effectively managed to ensure positive and effective outcomes for families, communities, and Red Cross. The role requires frequent travel to ensure quality supervision, development and support for direct reports across all YPP sites. The Outreach Team Leader collaborates with the Team Leader Residential, Team Leader Family, Education and Community services, and Operation and Reporting Lead to support a holistic approach to program management and development.

### • Position Responsibilities

#### Key Responsibilities

- Ensure the effective operation of the Outreach stage of YPP in line with evidence based best practice, ensure compliance with all relevant legislation, funder requirements, Red Cross policy, procedures and frameworks.
- Establish, review and update operational procedures and work practices to ensure program and client outcomes are achieved, and they are consistent with best practice, Red Cross policy, quality frameworks (PMC) and Ways of Working.
- Undertake workforce planning, recruitment, induction and training to ensure that appropriate staffing is in place to meet client needs.

- Provide quality support, supervision and development to staff in order to achieve both program and organizational outcomes, and relevant compliance and reporting requirements. Work in collaboration with staff and volunteers, to ensure a congruent team approach and high level of accountability.
- Develop and model a culture of collaboration, respect, open communication, high standards and supportive team culture supported by regular meetings, supervision and planning.
- Work with local management teams to ensure Outreach sites are a safe and appropriate service environment for clients, staff and volunteers, and local support mechanisms are in place.
- Oversee client intake procedures, ensuring quality assessment of all referrals, in consultation with the YPP Manager.
- Make assessments in consultation with the team relating to child protection issues and ensure timely strategies to effectively address concerns to ensure best possible child focused outcomes for families and act as an escalation point for incidents.
- Ensure the Practice Framework underpins case management and ensure positive staff role modeling at all times.
- Work holistically to ensure that the support and service provided is accessible and culturally appropriate, in particular for people with disabilities, and people from Aboriginal and Torres Strait Islander or CALD communities.
- Ensure clients contribute to and participate in any activity or decision which concerns them or their child/ren
- Undertake case work responsibilities when necessary to ensure client and program needs are met
- Maintain, monitor and audit clear and thorough case files and other documentation including case notes, case plans and reviews, risk assessments, legal reports, and exit reports, ensuring appropriate maintenance and archiving.
- Support the development and management of budgets, managing Red Connect finance system and credit card processes for all team expenses ensuring a high level of compliance with all finance procedures.
- Monitor and evaluate program outcomes, ensuring client voice is central to the process. Utilise Program Management Cycle tools and processes to ensure a culture of continuous reflection and improvement across the team.
- Ensure best practice risk management, in line with Red Cross policy, across all areas of responsibility.
- Participate as an active member of the YPP management team and contribute to whole of program management, initiatives, planning and quality improvement.
- Develop and maintain partnerships with non government and government organisations to ensure that client needs are being met in an appropriate manner, including attending relevant external meetings that support access to information and collaboration opportunities.
- Develop and maintain strong partnerships with various Community Housing organisations to facilitate the housing needs of clients.
- Participate in the “on call” roster which operates outside normal business hours to provide afterhours support, as YPP is a 24 hour service.
- Provide accurate and high quality monthly, quarterly and annual reports for Red Cross Board and funders.
- Assist Manager with the development of funding submissions and reports as they relate to Outreach and the program overall.

## □ Position Selection Criteria

### Technical Competencies

- Ability to lead, motivate and develop staff working in a multi-disciplinary team environment, across geographic locations.
- Strong staff recruitment, management and supervision skills, including demonstrated capacity to provide regular structured supervision to direct reports.

- Demonstrated knowledge of evidence based practice in supporting child and adolescent development, and best practice in effective parenting and child protection interventions.
- Clinical/case management experience and experience in providing strengths based, child focused, youth friendly, and culturally appropriate approaches to work effectively with families with complex needs and behaviours.
- Demonstrated ability to work effectively and sensitively with staff, volunteers, and families from culturally and linguistically diverse backgrounds particularly Aboriginal children and families.
- Highly developed oral and written communication, mediation, training and conflict resolution skills.
- Strong planning, decision making, problem solving and analytic skills including experience with report writing.
- Demonstrated administrative, time management and organisational skills.
- Demonstrated ability to manage a program budget and ensure compliance with finance procedures.
- Experience working with and engaging program stakeholders to support the quality and development of a program.
- Ability to work within a multidisciplinary team.
- Computer skills, including proficiency in MS Office or similar software and experience using databases.
- Commitment to confidentiality and capacity to maintain strong professional boundaries.
- Flexible approach to work hours to ensure client and program needs are met.
- Ability to regularly travel, work flexible hours and be “On-call” on a regular basis.

### Qualifications/Licenses

- Relevant tertiary qualifications and/or commensurate experience in case management and program/staff management, which may include social work, youth work, welfare, health, education, child protection and/or early childhood
- Current driver's license
- Current first aid qualification
- A Working with Children Check is a mandatory requirement for this role

### Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**  
Demonstrates sensitivity to diversity | Appreciates diversity and is open to the perspective of others | Values, builds and develops diverse teams
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**  
Gathers information from key sources to fully understand the situation | Probes for further information to clarify vague or confusing issues | Differentiates key elements from the irrelevant or trivial | Makes prompt and clear decisions based on comprehensive research | Makes decisions without having to refer to others
- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**  
Proactively seeks to maximise opportunities to improve own and team performance | Identifies ways of working better with stakeholders | Ensures efficiency through improving systems, processes and structures | Seeks feedback and reviews results to determine opportunities for improvement | Ensures that high quality standards of work are met
- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**  
Takes accountability for delivering high quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals
- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**

Sets standards and goals for individuals and teams | Evaluates teams and individuals in relation to performance objectives | Addresses performance shortfalls quickly, directly and openly with individuals | Recognises good performance | Sets team objectives in line with organisational strategy

- **LEAD | Being Strategic | Identifies optimum strategic responses in a changing environment**  
Implements team plans that support the achievement of Red Cross goals | Explains decisions and actions in terms of contribution to the short and long term organisational goals | Leads others to achieve outcomes aligned to the organisational strategic goals

- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**

Seeks out relationships that are mutually beneficial | Participates in a range of community and professional groups | Establishes and maintains good working relationship with internal and external stakeholders | Utilises a 'win-win' approach to presenting a case

## □ General Conditions

All Red Cross staff 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 Code of Conduct 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 3 years thereafter
- 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