

POSITION DESCRIPTION – TEAM LEADER

Position Title	Regional Area Leader	Department	Engagement & Support
Location	Various office states	Direct/Indirect Reports	Permanent & Casual Trainers
Reports to	Training Delivery Manager	Date Revised	30 th March 2021
Industrial Instrument			
Job Grade	Job Grade 4	Job Evaluation No:	

■ Sub-Delegation

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

To profitably manage the First Aid & Mental Health training delivery for a specified region. Ensure high quality training is delivered that results in (1) Red Cross developing a reputation for Mental Health First Aid course expertise (2) repeat business and (3) word of mouth driving new business. You will transform existing training activities and build a profitable business within your region by delivering the required training and development programs that meet the varied needs of clients/customers. To this end you will need to build and develop best in class trainers (with the required qualifications) who play their part in providing a seamless and rewarding customer journey.

The role will work closely with the Training Delivery and Operations Manager to ensure booked activity is delivered to gold class standard and to maximize profitability – reviewing trainer cost, delivery cost (location, catering) - with the overarching objective of maximising lifetime value (keeping attendees throughout their life).

The Regional Training Area Leader will be accountable for driving performance, managing the sites, and staff within their area to improve quality delivery, achieve designated Key Result Areas and Key Performance Indicators whilst ensuring compliance.

■ Position Responsibilities

Key Responsibilities

You will be responsible for managing the First Aid & Mental Health training team within your region and accountable for all operational activity.

Management:

- Communicating objectives, targets and KPI's to all team members (full time, part time, casual)
- Working with HR to undertake effective recruitment and ensure all team members have individual performance management strategies
- Supervising and supporting staff to ensure individual and collective performance is maintained
- Conducting monthly one on one meetings with all staff within their designated area

- Implementing individual Performance Improvement Plans when required
- Modelling behaviours and attitudes in line with Red Cross' Code of Conduct
- Effectively managing conflict and resolving disputes and problems
- Contributing to the development of the Mental Health & First Aid budgets in collaboration with the Training Delivery Manager
- Chair regular staff meetings, training, supervision, team building, and continuous improvement sessions

Service Delivery and Service Quality:

- Deliver the First Aid & Mental Health training to required standards
- Lead a team to deliver training of high quality that is considered "best in class". You are responsible for conducting regular "observations" with trainers as part of their onboarding and ongoing performance review and development.
- Adhering to all Australian Red Cross policies and procedures

Contract Management and Compliance:

- Meeting contract and financial targets through sound business and operations management
- Ensuring contract compliance and quality assurance through a quality service delivery model and consistent operating procedures, including identifying and reporting any critical contractual performance variances
- Assist quality team to conduct appropriate region performance, service strategy and file audits to monitor service practices, quality implementation and performance achievements

Monitoring and Reporting:

- Monitoring and reporting on region performance and taking necessary actions to increase performance and service quality for corporates, community and other stakeholders
- Managing and reporting on budgets and resources against agreed targets

Personal Management:

- Manage own and staff time effectively to ensure all deadlines and KPI's are met
- Participate in relevant learning and development activities throughout the year to maintain professional expertise for this role

Other:

- Undertake additional work as required, and respond to organisational priorities; which may require additional duties outside of usual working hours
- Drive and/or assist with other designated projects from time-to-time
- Ensure compliance as guided by the Content and Quality Manager

■ Position Selection Criteria

Technical Competencies

- Operational and management experience in Training, with the ability to manage quality training outcomes for customers;
- Financial acumen
- People management experience
- Demonstrated ability to work autonomously and as part of a team, with a flexible, positive and collaborative approach
- Excellent presentation skills

- High level of verbal and written communication and interpersonal skills
- Ability to manage competing priorities and multiple tasks and meet deadlines
- Personal initiative and resourcefulness
- Demonstrated ability to work cooperatively and collaboratively with a diverse group of people, including service delivery colleagues to develop plans & funding proposals for projects / programs
- Strong administration skills and attention to detail

Qualifications/Licenses

- Cert IV Training and Assessment highly desirable

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.
- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **Team effectiveness | Managing change** | Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **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 | Thinking strategically** | Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.

■ 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.