

# TEAM LEADER POSITION DESCRIPTION

## HOMELESS SUPPORT SERVICES

### WEST

**At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults.** Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

**So come and join us at Anglicare Victoria where there is a rewarding career ready for you** in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



## Position details

<b>Position</b>	Team Leader
<b>Program</b>	Homeless Support Services
<b>Classification</b>	SCHADS Award Level 7 (Social Worker Class 4)
<b>Hours</b>	Full Time
<b>Hours per week</b>	38 hours per week
<b>Duration</b>	Ongoing
<b>Location</b>	St Mark's, 250 George Street, Fitzroy
<b>Reporting Relationship</b>	This position reports directly to the Program Manager Youth Services
<b>Effective date</b>	April 2021

## Overview of Program

Anglicare Victoria aims to meet local community needs in partnership with the Diocese of Melbourne. It will provide a model of service delivery which will encourage parish, group and community projects that are responsive to the needs of the community.

Homeless Services are based on a co-operative partnership between St Peter's Eastern Hill, St Mark's Fitzroy and Anglicare Victoria. Anglicare Victoria currently provides services in space provided by the parishes to people who find themselves in situations of primary, secondary and tertiary homelessness. Services include, breakfast programs, emergency relief, complex needs case co-ordination, and recreational programs through collaborative practice. Community support including advocacy and referral is also provided.

## Position Objectives

1.	Manage the development and operation of homeless support services programs at the St Marks Fitzroy site, Mission House and the Lazarus centre at St Peters Eastern Hill.
2.	Build and maintain effective working relationships with key stakeholders in the Anglican community/network. Furthermore maintain a strong relationship with the key partners including St Marks Fitzroy Parish, St Peters Eastern Hill Parish, The Community of the Holy Name Cheltenham and the broader Anglican church and funding agencies.
3.	Represent the agency at Homeless Services and Mental Health networks and forums.
4.	Manage a team of employees and volunteers.

## Key Responsibilities

The key responsibilities are as follows but are not limited to:


1.	Initiate improvements to the facilities, programs and operational procedures within approved budgets.
2.	Supervise and manage staff and volunteers ensuring a best practice and efficient service.
3.	Assist in the preparation of budgets for each centre. Monitor and manage all purchasing, payments and budgets for the two centres.
4.	Attend Parish Partnership Quarterly meetings. Establish and Guide an "Advisory Committee "aimed at generating financial and material support and additional volunteers for the St Marks and Mission House Centres.
5.	Provide hands on management and case co-ordination of complex needs clients as required.
6.	Implement quality control standards and ensure that performance targets are met.
7.	Organise staff and volunteer rosters
8.	To ensure that the service is operated in accordance with service agreements, organisational policies and accepted standards of practice.

## Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

### a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	1. A relevant qualification and experience in the community services field appropriate to the role particularly in relation to homelessness and mental health.
	2. Demonstrated ability to work through and manage complex stakeholder relationships and develop key partnerships including collaborative practice principles.
	3. High level of administration and management skills with experience in managing a budget and leading a team of staff and volunteers.
	4. Proven interpersonal skills and strong written and verbal communication skills.
	5. Well-developed time management skills.
	6. A demonstrated ability to lead staff and develop professional working relationships, and evaluate/review their performance and the capacity to apply quality improvement initiatives in service provision.
	7. Ensuring the program achieves and maintains targets as specified in the service agreement.


## Key Selection Criteria (continued)

### b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the three nominated capability groups; **Personal Qualities**, **Relationship and Outcomes**, and **Leading People** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

<p><b>Personal Qualities</b></p>  <p><b>Displays Resilience</b></p> <p>Thrives in a changing environment. Handles ambiguity.</p> <p>Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.</p> <p><b>Has a learning mindset</b></p> <p>Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.</p> <p>Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.</p> <p><b>Shows cultural awareness</b></p> <p>Respects difference in all its forms.</p> <p>Values diversity as a strength and positively utilises diversity.</p>	<p><b>Relationships and Outcomes</b></p>  <p><b>Puts clients first</b></p> <p>Acts to make a real difference in their work.</p> <p>Is passionate about providing exceptional service to clients, customers and end-users.</p> <p><b>Works collaboratively</b></p> <p>Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.</p> <p><b>Demonstrates technical and professional acumen</b></p> <p>Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.</p>	<p><b>Leading People</b></p>  <p><b>Manages, coaches and develops people</b></p> <p>Engages, motivates employees and volunteers to develop their capability and potential.</p> <p><b>Inspires direction and purpose</b></p> <p>Creates a positive and engaged team environment.</p> <p>Communicates goals, priorities and vision and recognise achievements.</p> <p><b>Leads change</b></p> <p>Leads, supports, promotes and champions change, and assist others to engage with change.</p>
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## Occupational Health & Safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

## Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

## Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's Licence and an Employment Working with Children Check prior to commencement.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_