

# POSITION DESCRIPTION

<b>POSITION TITLE</b>	Team Leader
<b>DIVISION</b>	Community Programs
<b>DEPARTMENT</b>	Work, Economic Security and Social Inclusion (WESSI)
<b>REPORTS TO</b>	Regional Manager

## ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal, these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Economic security for all
- Wellbeing, social inclusion, empowerment and dignity for all
- Inclusive services and communities
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

## DEPARTMENT PURPOSE

The Work, Economic Security and Social Inclusion (WESSI) department of the Brotherhood of St Laurence seeks to assist people to live and work independently through access to effective, high quality employment, training and support programs. The department also

advocates for appropriate and innovative community responses to employment and related issues through a range of programs and services.

Funded by Victorian Government, Jobs Victoria Employment Services (JVES) provides personalised employment support to long-term unemployed jobseekers and jobseekers at risk of being long-term unemployed. BSL JVES teams seek to:

- increase employment and economic inclusion of Victorians who are long-term unemployed or at risk of long-term unemployment
- build the work-readiness and resilience of jobseekers to gain and sustain work that meets their needs and aspirations
- support Victorian employers to meet their skills and labour needs by connecting them to suitable Jobs Victoria jobseekers
- deliver broad benefits to jobseekers, their families and communities through their increased social and economic engagement
- complement and address gaps in existing services, including Commonwealth employment services.

## **POSITION PURPOSE**

The Jobs Victoria Team Leader leads their team in supporting eligible long-term jobseekers, including asylum seekers, refugees and migrants to support them into sustainable employment through pre- and post-placement support. In addition, the role provides direct support to and works with eligible JVES candidates.

## **KEY RESPONSIBILITIES**

- Work with the Regional Manager to ensure on the ground uptake of program practice standards and ensure delivery of milestones and compliance, escalating any issues as necessary
- Provide coaching and support to all direct reports in the performance of their duties, monitoring and providing appropriate feedback in relation to their day- to- day work and KPI's and their professional development.
- Manage a client caseload of approximately 50% and assess jobseeker's skills, capabilities and non-vocational barriers
- Engage local stakeholders to facilitate building a community of best practice, referrals and avenues for economic participation for clients
- Support participants in job search activities using a person-centered, co-design approach
- Continue to provide feedback and post-placement support, to ensure employment is sustained
- Work with jobseekers to help identify their education and employment goals, provide guidance, develop their Learning Plan, and connect them with relevant service providers
- Adhere to the Jobs Victoria Process Guide and support the development and delivery of this guide as needed
- In conjunction the Regional Manager, manage the day to day needs of the office including resourcing and compliance
- Keep current with local labour market and trends
- Ensure that staff collect data as required in various internal and external databases to meet reporting requirements

- Support the Regional Manager in capturing, communicating and sharing innovative ideas and practices
- Support the Regional Manager in monitoring and maintaining records of expenditure within the program
- Develop and maintain strong relationships within the Brotherhood, and with a wide range of external stakeholders
- Support the Regional Manager in ensuring that the Jobs Victoria program is integrated within the community and harnessing community effort
- Other duties as required

## **SCOPE OF RESPONSIBILITY**

Direct Reports

Employment Mentors  
Administration support

## **TO BE SUCCESSFUL YOU MUST HAVE**

### **Essential**

- A strong track record of successfully supporting long-term jobseekers into sustainable employment, by providing pre-employment skills building, vocational guidance, social support and post placement support and delivery of contractual KPIs.
- Demonstrated ability to effectively lead a team
- Demonstrated experience and ability in working with stakeholders in the employment, training or social services to ensure coordinated support and effective collaboration.
- Good interpersonal and communication skills with a demonstrated ability to build professionally supportive relationships with a broad range of jobseekers with diverse or complex backgrounds
- Willingness to travel as needed
- Demonstrated ability to competently assess the needs of jobseekers and either deliver or refer to appropriate services as necessary
- Strong organizational and time management skills with demonstrated ability to prioritise and meet deadlines.
- Proven ability to work independently and as an effective team member to achieve goals.
- Demonstrated competency in the use of record management systems to record information, Microsoft Office including Word, Excel and Outlook programs.
- Strong practical understanding of the GEMs and ETO web-based reporting system
- Understanding of and empathy with the values and ideals of the Brotherhood

## **MANDATORY EMPLOYMENT CRITERIA**

- Specific work requirements include attendance at a variety of different work locations
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. The Brotherhood will facilitate this process
- A Working with Children Check is required for this position. The Brotherhood will facilitate this process