

POSITION DESCRIPTION – TEAM LEADER

Position Title	HSP Team Leader	Department	MSP – HSP
Location	Canberra	Direct/Indirect Reports	Up to 10
Reports to	HSP Regional Manager	Date Revised	October 2019
Industrial Instrument	Choose an item.		
Job Grade	Choose an item.	Job Evaluation No:	

• Position Summary

The Humanitarian Settlement Program (HSP) aims to build the skills and knowledge for social and economic well-being of refugees and humanitarian entrants. The HSP delivers Settlement Services to Clients through a tailored, needs-based case management approach.

The Client Services Team Leader is responsible for operational and program delivery of high quality services to HSP clients. Key aspects of the role will be leading, developing and motivating the team members in a dynamic and at times complex environment; to ensure efficient and timely delivery of operational and program requirements and contribute to a continuous improvement cycle.

• Position Responsibilities

Key Responsibilities

- Responsible for the delivery of HSP client services and day to day management of team operations
- Coach, mentor and develop direct reports in order to achieve both financial and non-financial outcomes
- Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored
- Provide leadership to ensure the implementation of operational guidelines, systems and policies.
- Project management to achieve Settlement Outcomes and organisational goals.
- Act as an escalation point for client incidents and support case managers and other staff to resolve matters.
- Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expenses
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety

• Position Selection Criteria

- Tertiary qualifications Social Work and demonstrated related experience is essential
- Experience in leading a team of 6 or more staff in the Settlement/Community Services setting

Technical Competencies

- Demonstrated program management; including staff rostering, program implementation, contract management.
- Demonstrated analytical and planning skills.
- Developed case management and case coordinator skills.
- High level knowledge of MS office and database management experience.
- Experience in managing both staff and volunteers.
- Excellent organisational skills for managing a demanding workload.
- Well-developed understanding of the refugee and humanitarian entrant sector and service needs of relevant clients.
- Ability to manage complex and sensitive case issues.
- Proven ability to effectively liaise, negotiate and maintain positive relationships.
- Well-developed written and verbal communication skills.
- Experience working with and handling sensitive and confidential material.
- High level of customer service skills, including complaint handling.

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- Degree in Social Work
- Drivers licence

Behavioural Capabilities

- **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.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **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.
- **Organisational effectiveness | Focussing on clients** | Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.

- **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

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 disaster
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