

## POSITION DESCRIPTION – TEAM LEADER

Position Title	Service Lead	Department	Community Programs – Services Unit
Location	Brisbane, South West, Wide Bay-Burnett, Capricornia, Townsville, Cairns	Direct/Indirect Reports	Townsville 4/26
Reports to	State Service Lead	Date Revised	July 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job 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.

### ■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

### ■ Position Summary

The position's primary responsibility is to operationalise Strategy 2020 – Goal 4: *Improve the wellbeing of those experiencing extreme vulnerability*.

Reporting to the State Service Lead, the **Service Lead** will be responsible for managing a number of services/programs that aim to 'support and empower people and communities in times of vulnerability'. Typically, programs are externally funded thus require rigor in managing contracts and funding agreements which set out clear terms in relation to service type, activity, performance (output and outcomes) and budget. The role will operate above contractual expectations and deliver services that are evidence-based and reflective of the needs and aspirations of the client/community and ensure that processes for participation by people using services and other relevant stakeholders are enabled in all facets of the operations.

This role performs a crucial management function in leading a workforce that delivers our contracted services to people experiencing extreme vulnerability within a specified location. You will be a key support to the State Service Lead by ensuring on the ground leadership to support the translation of the organisation's strategic direction into viable local level operating (program and practice) framework to ensure we are providing responsive and well managed services.

Service users will benefit from this role's high level service orientated knowledge and experience that strives to foster positive relationships, optimise performance to meet service and individual and/or community outcomes, as it performs all aspects of its role within a consumer and humanitarian focused way.

## ■ Position Responsibilities

### Key Responsibilities – technical

Holding a key leadership role within Community Programs – Services Unit you will be accountable for the operational management of service teams to deliver a number of contracted services that span across a range of thematic areas (i.e. homelessness, child and families, social inclusion, youth, etc.), in a specified location. Key responsibilities include (but not limited to):

#### **Contract management, compliance and performance**

- In coordination with the State Service Lead execute operational management of multiple service contracts and ensure compliance (performance, relationship and funding allocation) and the delivery of contracts are in accordance with the contractual specifications, scope of work, and other terms and conditions
- Support Team Leaders and Team Members to produce quality service data (qualitative and quantitative) in line with funding schedules
- Develop reports and relevant documents that can be used to support business decisions; measure impact and performance, and showcase learning and progress. These documents will vary and respond to any of the three operational pillars - changing lives; minds; rules
- Coordinate performance reporting (quarterly and annual) and accreditation processes (including but not limited to HSQF) including supporting development, implementation and monitoring of improvement plans.

#### **Quality and Risk Management**

- Accountable for ensuring continuous improvement processes are adopted within the portfolio of services; work closely with a Senior Practitioner to embed contemporary and evidence-based models, practices, processes and systems
- Coordinate, monitor and respond to organisational compliance requirements and ensure services and teams comply with both internal and external legislative standards, policy and accreditation obligations
- In collaboration with National colleagues provide informed advice and contribute to building the Community Programs Operating Framework and associated approaches and methodologies
- Ensure Service Teams adherence to the standards of behaviour set out in the Red Cross Child Protection Code of Conduct and Child Protection Policy and actively develop staff capabilities to engage in child safe practices
- Be a point of contact for queries about child protection practice, policy and reporting requirements. As well as monitor, review and analyse child protection incidents through the Report It system and provide case consultation and advice that aligns to best possible practice, ensuring you keep abreast of latest child protection issues and developments including legislation.
- Implement appropriate evaluation methodologies to measure success, learnings and feedback learnings; document and share findings via endorsed methods (i.e. reports, briefs, improvement plans, etc.) with State Services Lead and others where required.

#### **Workforce Development**

- Develop and implement workforce plans (in line with budget) that build Team Leaders and Team Members technical competencies; ensure staff development is observable, sustainable and in line with the core requirements of the role and program model
- Work with Culture and Capability Unit to build the capabilities of leadership staff to engage in reflective practice processes and provide high level supervision to their staff
- Regularly monitor performance and practice through established mechanisms (i.e. supervision, performance reviews, reporting, evaluations, etc.) to validate and ensure a healthy workplace culture

## **Innovation, Integration & Growth**

- Contribute to service design and development and assist Team Leaders in delivering evidence-based programs, based on performance standards, assessments, client data, research on effective practice, community and user needs, demographics, resources, and economic and technological trends
- Support the State Service Lead to anticipate and respond to external and internal business drivers that require changes in workplace and/or workforce arrangements; and provide advice on key matters, trends and developments
- Ensure Community Programs – Services portfolio effort contributes to cross-business area priorities and maximise integration so client/community outcomes are maximised.

## **Key Responsibilities - general**

- Contribute to Red Cross Strategy 2020 – Goal 2 by responding to disasters and other significant emergencies and/or supporting business continuity, in times of activation
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of issues, grievances and complaints
- Ensure accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Collect and action accordingly, administration related correspondence, emails, and general enquiries pertaining to all aspects of the portfolio, under the guidance of the line manager

## **■ Position Selection Criteria**

### **Technical Competencies**

- High level professional experience, expertise and competence in contract management, compliance and quality management
- Proven leadership and management experience (at least 5 years) in a human services context and skills in forging a team-based approach and providing direction, supervision and support to diverse, multifaceted teams, in a large matrix based human service organisation
- Proven ability to supervise, develop, and lead the performance of service teams across a broad service portfolio and enable a highly focused, client service oriented workforce to effectively implement strategies that support positive change and improve outcomes for clients and communities
- Applied understanding of humanistic theories and practices and experience in developing and managing a variety of service types (i.e. case management, outreach, centre-based, hubs) that are responsive and meeting client need
- Senior level experience at fostering positive and sustainable partnerships with funding bodies and departmental staff, sector partners/networks, and other key stakeholders (both internal and external)
- Senior level communication, interpersonal, negotiation and conflict resolution skills with an ability to work in ambiguous environments, adapt, and deal with situations and manage stakeholder expectations including the ability to promote, represent and influence successfully
- Strong conceptual, analytical and problem solving skills with proven ability to identify issues, provide detailed analysis and determine appropriate courses of action for achieving goals in a complex organisation
- Specialised skills and techniques in evidence-based, quality and compliance management and quality control practices and processes in humanitarian action
- Experience working with, and a sound understanding of the needs of, Aboriginal and Torres Strait Island people and people from Culturally and Linguistically diverse backgrounds.

## Desirable

- Applied knowledge of the role of volunteers and how they can add value
- Understanding and use of communication, social media and technology to achieve greater awareness for positive social change and humanitarian action

## Qualifications/Licenses

- Degree or associate diploma qualifications in human services field combined with/or substantial skills, expertise and experience attained through employment, voluntary service and/or study
- Current and valid Australian Driver's License

## 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 | 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 | 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.
- **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.

## ■ 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