

**Position Description**
**Position title: Team Leader- Brighter Futures**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: Team Leader  |
| Division: | Service Delivery |
| Reports to: | Program Manager |
| Position Purpose: | To support staff and management in the delivery of the service to clients and meeting and exceeding service outcomes. In addition responsibility for supporting the implementation of funding guidelines and reporting requirements for the program.  |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1 - Client Support** |  |
| **Key tasks** | **Position holder is successful when** |
| * Work in partnership with case managers and families to provide flexible client focused, needs driven services
* Assist case managers to engage families in a timely way using risk minimisation processes while adhering to child protection requirements
* Engage in joint work with case managers as required
* Assist case managers with Structured Decision Making tools to ensure that critical case characteristics, risk factors, and domains of functioning are assessed for every client, every time, regardless of social differences
 | * Thorough assessments and case planning are conducted in line with program guidelines
* Families are engaged with a focus on child protection outcomes
* Case managers are supported with initial home visits and Structured Decision Making completion as well as additional home visit supports as deemed necessary
* Case managers are supported to focus on critical characteristics, thus enabling them to organise information gathering and case narratives in a meaningful way
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| **Key Result Area 2 - Program Coordination**  |  |
| **Key tasks** | **Position holder is successful when** |
| * Coordinate and oversee compliance with program guidelines in relation to case management practice and provide advice and expertise on its applications
* In collaboration with management, monitor and support the progress of caseloads to ensure effective case management and outcomes
* Maintain up to date reports and records to reflect progress and outcomes
* Contribute to the ongoing development and improvement of the program through involvement in strategy and continuous improvement initiatives
* Ongoing development and improved Case management practice with a focus on Child Trauma and Domestic and Family Violence
* Develop strong relationships with key external stakeholders including and not limited to other service providers, community service workers, government agencies to assist in the receipt of information and referral of clients
 | * Program is fully compliant with funding requirements relevant to case management practice
* Case managers are supported to achieve maximum possible outcomes from their case loads and are relevant to staff skills and expertise
* Accurate reports are maintained, reports are developed which support the program to highlight issues, needs and outcomes
* Contribution and leadership with future direction planning and implementation
* Coordination and development of new and innovative practices that assist staff in understanding and delivery of best practice methods to improve client outcomes
* Effective relationships are built and maintained which support client outcomes and case management practice
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| **Key Result Area 3 - Staff development** |  |
| **Key tasks** | **Position holder is successful when** |
| * Actively encourage and motivate staff towards the achievement of client outcomes
* Contribute to staff performance and development activities as required informed by evidence based practice
* Support the program manager to organise and facilitate group work and development activities for case managers in line with evidence informed practice
* Ensure that the Structured Decision Making tool is incorporated into the child safety practice framework and assist case managers with key decision-making from the time a family enters the program and until they exit the program
* Act as the first point of escalation for case management and actively participate in case management to overcome challenging issues or relationship breakdowns
 | * Client challenges are overcome resulting in improved outcomes
* Constructive contribution is made to staff performance discussion and plans as required by the program manager
* Meetings and development activities are conducted improving communication, performance and engagement with staff and partner agencies
* Case managers are supported to assist in reducing the subsequent harm to children and families
* Case managers are supported to achieve sustainable client outcomes
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| **Key Result Area 4 - Administration** |  |
| **Key tasks** | **Position holder is successful when** |
| * Complete a range of required administration tasks including reports and audit activities
* Support the Program Manager to maintain and oversee case management and partner agency adherence with all internal and external policies and procedures including contractual obligations, WHS, Privacy and EEO
* Support the Program Manager in overseeing and supporting staff and partner agencies compliance with MACSIMS
* Other projects in support of program manager and area manager that lead to improved practice and outcomes
 | * All administration tasks are completed accurately and on time
* All internal and external policies and procedures are adhered to with regular auditing and follow up
* MACSIMS reporting complied with and audits in place for regular reviews
* The program and clients benefit from ongoing improvements including development of evidence best practice procedure manuals for staff
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| **P****U Work Health and Safety**People leaders must:* Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors. This includes supporting legislation to provide a safe smoke free environment for staff, at the workplace, during home visits and in other service settings
* Ensure consultation practices are in place to enable workers to be involved in  risk management planning, incident reporting and  safe work practice activities to improve work, health and safety
* To acquire and keep up to date knowledge of work health and safety matters
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

 **Leadership*** Set the Leadership standards through demonstration of values based leadership and actively promote values based behaviours within Mission Australia
* Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly
* Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain the function to meet Mission Australia’s current and future needs
* Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues.

**UPurpose and Values** |
| * Actively support Mission Australia’s purpose and values;
* Positively and constructively represent our organisation to external contacts at all opportunities;
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
* Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
* To help ensure the health, safety and welfare of self and others working in the business;
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Relevant tertiary qualification and extensive experience in human services
* Experience in the field of child protection, with superior knowledge and understanding of child protection issues including the context and complexity of child and family work
* NSW unrestricted drivers licence
* Working with children’s check
* Criminal record clearance
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| **Competencies*** Demonstrated experience in complex casework including individual family work and group work as appropriate to the needs of the team.
* Demonstrated planning and evaluation skills
* Experience in providing training and workshops to employees and other agencies
* Demonstrated ability to mentor and support case managers with assessment skills, case management and appropriate interventions
* Willingness to work in partnership with families from a strengths –based perspective
* Demonstrated ability to work effectively as a member of a multidisciplinary team and in an interagency context
* Good analytical skills including the ability to identify, assess and manage risk
* Demonstrated expertise working from a trauma informed care approach
* Capacity to relate to people of differing cultural backgrounds

**Key challenges of the role** |
| * The ability to support staff to cover a range of challenging client vulnerabilities across a large geographic region. In addition the ability to develop best practice methods for improved outcomes for clients and the program.
* The ability to support staff with dual case management and access to reflective practice as necessary.
* The ability to develop collaborative relationships between Mission Australia and other service providers which are in the best interest of client outcomes and to encourage case workers to do the same
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**Compliance checks required**

**Working with Children** [ ]

**National Police Check** [ ]

**Vulnerable People Check** [ ]

**Drivers Licence** [ ]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name**  |  | **Approval date** |  |