

## POSITION DESCRIPTION – Team Leader

Position Title	Team Leader, Migration	Department	Migration, Emergencies and Quality
Location	Adelaide	Direct/Indirect Reports	6 – 8
Reports to	Senior Manager – Migration & Emergencies	Date Revised	July 2019
Industrial Instrument	Non Award		
Job Grade	Job Grade 4		

### ■ 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 Team Leader – Migration will provide operational leadership for the South Australian Migration Support Team to meet the emerging and changing needs of migrants in transition in SA, and is responsible for supporting the implementation of the Migration Support Program Annual Plan in South Australia.

They will, through a collaborative approach with the Senior Manager, build sector, community, government and business understanding of key areas of nationwide focus for Red Cross, and they will support implementation of local programs based on evidence on localized needs, gaps and emerging issues in South Australia.

The Team Leader, Migration will also form part of South Australia's Leadership Coalition team delivering on the strategic priorities of Red Cross in South Australia and support embedding migrants in transition as an integrated approach across SA Red Cross through leading projects and building partnerships to achieve strategic outcomes.

### ■ Position Responsibilities

#### Key Responsibilities

- Provide operational day to day leadership to the SA Migration Support Team, including ensuring budget financial targets are met, adherence to relevant policies and procedures and reporting requirements and supporting key stakeholder management.
- Coach, mentor and develop direct reports in order to achieve both program and organisational outcomes.
- Ensure that all team members have monthly supervision, up to date work plans in place and that performance is regularly monitored and accounted for.
- Act as an escalation point for client incidents and support case managers and staff to resolve matters.
- Analyse client services data and information and provide judgement and leadership for ongoing improvement.
- Contribute and support the implementation of MSP co-design process and priorities in South Australia.
- Accountable for all team reporting requirements within client services.

- Support the implementation of program risk management.
- Work closely in networked and collaborative teams across Red Cross and contribute to nationwide leadership as required.
- Support implementation of new initiatives/projects that embed work with migrants in transition to achieve strategic outcomes.
- Support growth and revenue opportunities, including developing new partnerships, to position Red Cross to better support migrants in transition across the quite of key focus areas.
- Ensure that effective quality systems are implemented to support the collection of local data and evidence, and analyse it and apply learnings in local context.
- Keep abreast of policy changes and emerging service needs and contribute to the strategic development of Red Cross MSP programs and humanitarian diplomacy response to influence policy.
- Coordinate and undertake on call duties to effectively respond to clients in distress or emergency/crisis situations, including out of hours referrals.
- Support embedding volunteering as a way of working in MSP.
- Ensure programs are meeting their contractual output obligations as agreed in the service agreement.
- Participate and contribute to the SA Coalition Leadership Team.

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated experience in developing partnerships across community, business and government sectors and creating opportunities for revenue generation and client support.
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds.
- Excellent understanding of issues affecting people impacted by migration, their vulnerabilities, needs and strengths, and knowledge of the asylum seeker and settlement sectors.
- Knowledge of relevant legislative, policies and frameworks and proven ability to manage risks.
- Demonstrated experience in supervising client and operational service delivery.
- Developed case management and case coordinator skills.
- Demonstrated experience in creating a positive, adaptable team culture of collaboration and innovation.
- Proven ability to manage, develop and coach people.
- Demonstrated experience leading projects on behalf of your organisation, including implementing effective agile processes, meeting deadlines and budgets.
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders.
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team.

### Qualifications/Licenses

- Relevant tertiary qualifications or equivalent experience in community services or related fields
- A Working with Children check is a mandatory requirement for this role

## 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 | 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.
- **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.
- **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 | 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 3 years thereafter. Police check renewals may be required earlier than 3 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