

POSITION DESCRIPTION – TEAM LEADER

Position Title	Senior Social Support Supervisor	Department	Central Sydney Region
Location	Blacktown	Direct/Indirect Reports	5
Reports to	Social Support Manager	Date Revised	
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	

■ Position Summary

The Senior Social Support Supervisor, Central Sydney Region is required to provide leadership and support to the Telecross team within the designated site, Blacktown. This position will work in consultation under the guidance of the Social Support Manager to ensure efficient and appropriate service delivery in accordance with National standards and guidelines.

■ Position Responsibilities

Key Responsibilities

- Provide leadership and practical support, coaching and guidance to team members in order to maximise individual and team contributions.
- Ensure all internal and external reporting and accountability requirements are prepared and agreed deadlines are met in consultation with the Senior Social Support Manager.
- Ensure adherence to the Social Support and Commonwealth Home Support Programme Manual and all other relevant policies and procedures by all team members.
- Recruit and maintain volunteer numbers for Telecross, Central Sydney Region as per need of the program operation.
- Maintain volunteer records and report on statistical data on consistent manner.
- To identify & maintain staffing requirements in Telecross, Central Sydney Region with respect to both paid and volunteer personnel, ensuring that resourcing needs are identified in a timely manner.
- Supervision of the Telecross program when regular supervisors are on leave or ill. This will include ensuring clients receive calls as scheduled, volunteers are supported and supervised and client activations are followed up in a timely manner according to procedures.
- Hold regular one-to-one and team meetings to ensure the effective communication of relevant information to team members.
- Working with the Social Support Manager to 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.

- Monitor and maintain the integrity of Program databases.
- Prepare and maintain records and correspondence as required.
- Be flexible and part of an on call roster.

■ Position Selection Criteria

Technical Competencies

- Proven ability to lead & motivate a team.
- Strong organisational, administrative and time management skills.
- Highly developed oral and written communication skills.
- Demonstrated knowledge of computer software applications including database management & control.
- Ability to coordinate planning, implementation & evaluation of services.
- Ability to demonstrate initiative; work independently and in a team environment.
- Experience working with and an understanding of issues affecting elderly population groups.
- Experience in program coordination and staff supervision.
- Experience in conducting formal client assessment & reviews.

Qualifications/Licenses

- Relevant qualifications and/or experience in community services, health or social science fields.
- Unrestricted driver's license.
- A Working with Children Check and Police Check is a mandatory requirement for this role

Behavioural Capabilities

(Please select **3-5** of the following capabilities)

- **Personal effectiveness | Managing my behaviours |** Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to 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 | Managing change |** Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

■ 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