

TEAM LEADER POSITION DESCRIPTION

GIPPSLAND COMMUNITY LEGAL SERVICE

GIPPSLAND

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Team Leader
Program	Gippsland Community Legal Service
Hours	Part Time
Hours per week	30.4
Duration	ongoing
Fixed term end date	
Location	Primarily located in Morwell with travel to other Gippsland offices as required
Reporting Relationship	This position reports directly to Program Manager Community Services
Effective date	March 2018

Overview of program

Gippsland Community Legal Service (GCLS) is a non-profit service managed by Anglicare Victoria. GCLS is funded by the Federal Government to deliver free legal services throughout the Gippsland region. The mission of GCLS is to improve access to justice for all members of the Gippsland Community by providing legal advice and advocacy, empowering individuals and groups through community education, and to remove systemic injustice by advocating for law reform.

Position Objectives

1.	The Team Leader is responsible for the daily operations relating to the highly quality provision of legal services to the Gippsland Region.
2.	The Team Leader working in conjunction with the Program Manager and leadership team and the Principal Lawyer to coordinate responses to regional service developments
3.	The role has a focus on establishing and maintaining GCLS quality assurance mechanisms to ensure standards of service are met in line with organisational policies, best practice standards, and funding and service agreements.
4	The Team Leader will be required to build and develop strong relationships with a variety of key stakeholders both internally and externally to the organisation in the course of the role
5.	The Team Leader will ensure the ongoing supervision, support, development and training of service staff, in delivering a Gippsland wide service.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Provide day to day management of staff through ongoing supervision, training and development to support the service delivery of the program, in consultation with the Principal Lawyer,
2.	In conjunction with the program manager and the Principal Lawyer maintain compliance requirements with Community Legal Services Plan, Service Standards Policy and Procedures and the requirements of the Family Violence (intervention Order) Applicant Program to ensure the successful delivery of service provision of legal advice and case work.
3.	Monitor service performance, and ensure that performance targets are met. Manage service budget and report on budget income and expenditure.
4.	Liaise with key stakeholders, funding bodies and relevant parties. Ensure that effective relationships are developed and maintained.
5.	Contribute to service developments and participate in service redesign as required. In conjunction with management, identify service gaps, and area's for service improvements and developments. Identify opportunities for funding improvements including grants. Participate in the negotiation of service contracts. Promote the service across Gippsland.
6.	Participate in the Gippsland leadership group and maintain effective relationships with internal staff. Take a lead role in supporting other community projects as required

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. Each of the role specific criteria are to be addressed individually (no more than 2 pages in total).

	1. Tertiary qualifications in a related field such as community services or management.
	2. Knowledge of and/or experience in working within the community legal services sector.
	3. High level written and verbal communication skills.
	4. A demonstrated ability to work in a leadership capacity and supervise staff.
	5. Superior skills in finding solutions and innovative thinking.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of

the three nominated capability groups; **Personal Qualities**, **Relationship and Outcomes**, and **Leading People** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times. All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems.

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- An attractive remuneration package will be negotiated with the successful applicant. Salary Packaging is offered with this position.

- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
