

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader – Operations	Department	Migration Support Programs
Location	North Melbourne	Direct/Indirect Reports	Up to 10
Reports to	State Lead - Migration Support Program	Date Revised	December 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0054068

■ 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

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact.

The Team Leader – Operations will provide operational leadership to teams in the delivery of client services. They will supervise, develop, and coach staff and volunteers, ensure effective implementation of programs and services, and lead projects to contribute to program development and strategic outcomes.

The role work closely with the State Lead – MSP and will ultimately manage risks, issues and ensure continuous business improvement is operationalised.

■ Position Responsibilities

Key Responsibilities

- Co-ordinate the implementation of MSP operations
- Coach, mentor and develop direct reports in order to achieve program objectives
- Provide expert advice, sound judgement and support in managing complex cases and escalated issues
- Ensure the effective running of quality client service delivery
- Develop systems, process and responses and lead projects in collaboration with other areas to improve client service delivery
- Contribute to co-design process and provide leadership to adapting ways of working in response to its outcomes, and lead the practice approach to meet the needs of clients
- Collaborate with colleagues from across the country on projects, develop new networks, insights and skills whilst generating shared impact on outcomes
- Undertake On Call duties to respond effectively to client distress and emergency or crisis situations or to a new client referral
- Provide leadership, guidance, and support to the Client Services Team and undertake volunteer engagement and management
- Collaborate on strategic projects
- Provide day-to-day operational and financial accounting support to transactional processing requirements
- Review applications submitted for payment approval to ensure documents meet requirements
- Identify and raise key operational issues to State Lead – MSP
- Lead compliance practice, risk management accountability and reporting requirements in accordance with funding requirements and MSP objectives
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety
- Actively contribute to a positive work environment culture.

■ Position Selection Criteria

Technical Competencies

- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team
- Proven ability to manage, develop and coach staff and volunteers
- Experience and/or ability to follow and implement organisational policies and contractual requirements relevant to the sector
- Strong communication, collaboration and interpersonal skills
- A sound understanding of the social political issues and needs impacting migrants in transition (including people seeking asylum, trafficked people and people who have been forced into marriage)
- Demonstrated skills and experience engaging with people who have experienced grief, loss, exploitation, torture, trauma and/or post-traumatic stress and uncertainty
- Demonstrated operational leadership experience in managing complex projects and programs
- Ability to investigate and resolve complex issues

- Demonstrated experience in creating a positive culture of collaboration and innovation
- Highly developed organisational and time management skills with the ability to meet deadlines in a highly pressurised environment
- Highly Proficient in Database management, Microsoft Excel and Outlook

Qualifications/Licenses

- Qualification in Social Work or equivalent demonstrated experience in large or medium organisations
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **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.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
- **Organisational effectiveness | Focusing 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 work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ 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.