

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader - Migrants in Transition	Department	Migration Support Programs SA
Location	Adelaide	Direct/Indirect Reports	5-8
Reports to	State Lead – Migration SA	Date Revised	July 2021
Industrial Instrument	Social, Community, Home Care and Disability Services Industry Award Level 5		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0040032

■ 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. Key to our work is the integration of human-centred design principles along with locally sourced insights.

The Team Leader – Migrants in Transition will provide operational leadership to teams in the delivery of client services with the Emergency Relief and Support for Trafficked People Programs. They will supervise and develop staff, ensure effective implementation of programs and services, lead projects to contribute to program development and strategic outcomes, and oversee budgetary processes. The Team Leader will also assume a caseload in addition to managerial responsibilities. They will also contribute to the co-design process and adapt and innovate ways of working in order to improve Red Cross' response to the needs of migrants in transition.

■ Position Responsibilities

Key Responsibilities - Management

- Co-ordinate the implementation of MSP operations.
- Ensure the effective running of quality client service delivery.
- Provide support in managing complex cases and escalated issues.
- Develop systems, process and responses and lead projects in collaboration with other areas to improve client service.
- 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.
- Undertake On Call duties to respond effectively to client distress and emergency or crisis situations or to a new client referral.
- Provide leadership to and undertake volunteer engagement and management.
- Actively contribute to a positive work environment culture.

Key Responsibilities – Case Work

- Provide quality casework support which identifies key client strengths, needs, resources available to meet those needs and the methods to assist the client to achieve meaningful change and self-agency.
- Provide complex case management and effective interagency collaboration.
- Conduct holistic assessments of complex client strengths and needs using the Strengths and Needs Assessment Framework (SANAF), and other risk assessments (this can include complex mental health and child protection risk assessments) and develop and implement appropriate case plans and safety planning.
- Refer clients who are not assessed as complex to suitable service providers.
- Maintain updated sector referral pathways for reference by Red Cross people and provide leadership to drop in processes and screening practice.
- Represent Red Cross in forums and networks, and advocate on behalf of clients to improve client opportunities and outcomes using the humanitarian diplomacy approach.
- Participate in regular and ongoing supervision, development and critical debriefing and contribution to team.
- Set up and ensure client records are accurate and up-to-date including policies, procedures, client files and allowances, records and reports – both administration and financial.
- Collect, analyse and use reliable data relating to clients and migrants in transition.
- Ensure programmatic and contractual compliance requirements are met through adherence to relevant policies and procedures and providing regular and ad hoc reports in line with reporting requirements.

■ Position Selection Criteria

Technical Competencies

- Ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders
- Experience managing budgetary processes and financial monitoring
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds and with people who have experienced grief, loss, torture, and trauma
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team.
- Ability to manage, develop and coach people

- Demonstrated experience in creating a positive culture of collaboration and innovation
- Proven ability to provide high quality casework support and complex case management in a variety of client practice approaches and frameworks
- Demonstrated understanding of how to holistically assess complex client needs, including conducting risk assessments, and developing effective case plans and safety planning
- 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).
- Self-awareness and ability to critically reflect on practice
- Well-developed interpersonal and written communication skills
- Demonstrated understanding of the complex needs of children and young people (desirable)

Qualifications/Licenses

- Qualification in Social Work or equivalent
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **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.
- **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.
- **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.

■ 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