

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader	Department	Community Programs – Services Portfolio
Location	Various	Direct/Indirect Reports	TBC
Reports to	Regional Manager / Regional Operations Manager	Date Revised	September 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0007112

■ Position Level Descriptor

An individual at the Team Leader level is a front line manager or supervisor who has a team of people reporting to them. The team may have a single or multi-disciplinary focus. An individual at the Team Leader level typically reports to the Regional Operations Manager.

■ 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 is now actively progressing its strategic agenda to clearly focus our efforts to make a real and lasting difference to the lives of people in Australia and overseas. Reporting to the Regional Operations Manager (or in some instances the Regional Manager), the **Team Leader** will contribute to enabling regional operational goals and work plans and lead a team to ensure high quality service delivery that achieves sustainable outcomes for clients and communities. Contributing to the management of the organisation, the Team Leader will provide expert advice and sound decision-making in managing the day to day operations of a service and/or major project/initiative.

The role requires a demonstrated knowledge of and proven ability to effectively apply professional practice methodologies, policy, quality standards, and relevant legislation in service delivery. The Team Leader is responsible for ensuring frontline staff have the knowledge and skills to effectively deliver high quality service and performance outcomes. Therefore an understanding of effective staff management and personnel practices is essential.

This role demonstrates high level leadership and managerial skills to support staff to deliver services in line with community need, organisational policies, accepted standards of practice and contractual agreements.

■ Position Responsibilities

Key Responsibilities – Technical

- Provide effective leadership to foster high performing teams that support and empower people and communities in times of vulnerability.

- Plan, develop and coordinate service responses that are evidence based and reflective of the needs and aspirations of the community and individuals.
- Work collaboratively to build sustainable partnerships with a range of stakeholders and play an integral role in the development of referral and support relationships with external providers to improve service provision and opportunities for individuals and communities.
- Ensure effective implementation of service agreements so that they are delivered in accordance with contractual requirements. This includes monitoring program operations and risk, capturing data and report writing as well as quality and performance management.
- Oversee the capacity building of staff in the region including compliance with processes, implementation of evidence based practice frameworks, access to training and professional development initiatives and completion of local staff inductions.
- Develop and implement workforce development plans (in line with budget) that build team's technical competencies; ensure staff development is observable, sustainable and in line with the core requirements of the role and program model.
- Ensure service staff are encouraged and supported to actively engage in reflective practice processes and participate in regular supervision to validate and ensure a healthy workplace culture

Key Responsibilities - general

- Contribute to Red Cross Strategy 2020 – Goal 2 by responding to disasters and other significant emergencies and/or supporting business continuity, in times of activation
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of issues, grievances and complaints
- Ensure accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Collect and action accordingly, administration related correspondence, emails, and general enquiries pertaining to all aspects of the portfolio, under the guidance of the line manager
- Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expenses
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety

■ Position Selection Criteria

Technical Competencies

Essential

- A passion for social change and a record of achievement in delivering solutions that improve people's lives including the ability to coordinate and motivate teams, set goals, establish priorities and meet deadlines and monitor and improve performance to establish high quality service outcomes
- A comprehensive understanding of current trends and issues in the service delivery sector including knowledge of human services legislative and policy environment and policy and practice standards and ability to lead, coach and mentor teams to ensure compliance and continuous improvement of relevant legislation, industry standards and best practice
- Proven leadership experience in a human services context and skills in forging a team-based approach and providing direction, supervision and support to staff working preferably within a place based community development environment and/or geographically dispersed workforce in a large matrix based human service organisation

- Ability to maintain accountability for funding and service agreements and operate within the terms and conditions of the contract and organisational strategic objectives.
- Demonstrated skills in stakeholder engagement and fostering sustainable partnerships with communities, not-for-profit organisations, government and the private sector
- Well developed analytical, problem solving and decision making abilities including high level oral and written communication skills, including report writing and further ability to evaluate and analyse service delivery data to support effective service responses and practices
- Proven ability to supervise, develop, and lead the performance of service teams across a broad service portfolio and enable a highly focused, client service oriented workforce to effectively implement strategies that support positive change and improve outcomes for clients and communities
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities

Qualifications/Licenses

- Degree or associate diploma qualifications in human services field with/or substantial skills, expertise and experience attained through appointments, service and study
- A Working with Children check is a mandatory requirement for this role
- Current and Valid Australian Driver's Licence

Desirable

- Sound experience in project management
- Applied knowledge of the role of volunteers and how they can add value

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 | 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 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