

## POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader - Kalgoorlie Aboriginal Short Stay Accommodation (KASSA)	Department	Community Programs
Location	Kalgoorlie	Direct/Indirect Reports	10-15
Reports to	Goldfields Manager	Date Revised	Mar 2021
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0032735

### ■ Position Summary

This position is responsible for managing a staffing team including casual, full-time and part-time staff at the Kalgoorlie-Boulder Aboriginal Short Stay Accommodation facility. This facility provides safe, temporary and culturally appropriate accommodation for Aboriginal people (with a priority given to people from the Spinifex Lands) who wish to visit Kalgoorlie-Boulder for personal reasons.

The position is responsible for the day to day supervision of the workers and for ensuring that the facility is maintained to a high standard of safety and cleanliness.

The position holder is required to be multi-skilled and flexible, with good staff management skills including conflict resolution, sound understanding of workplace health and safety legislation, good written and verbal communication skills and the ability to develop and maintain supportive relationships with staff, volunteers, residents and community members. The position requires flexible working hours and ability to be contactable after-hours in the event of an emergency.

### ■ Position Responsibilities

#### Key Responsibilities

- Ensure that a consistently high level of care and customer service for residents is provided by the Kalgoorlie Aboriginal Short Stay Accommodation Facility (KASSA) team at all times
- Manage the day-to-day running of KASSA ensuring that at all times the facility is appropriately resourced, operations run smoothly and issues are dealt with as they arise
- Provide support, direction, orientation and education to Support Workers and Admin Support to ensure roles and responsibilities for the team are clearly understood
- Ensure Support assessments, Support plans and all necessary allied health plans are in place for all new and existing clients to ensure individual outcomes are achieved
- Provide direct and in-direct comprehensive support and oversight to residents attending KASSA
- Plan and coordinate services for new residents attending KASSA with the Resident Support Officer by attending and participating in weekly planning meetings
- Plan and coordinate stays to ensure competent and skilled staff members are available to be rostered to work with residents attending KASSA including the management of staffs leave and personal work arrangements

- Develop and maintain relationships with other service providers in the region, with a focus on ACCOs to encourage strong referral pathways for residents
- Ensure that KASSA staff members receive and attend training to ensure their mandatory training requirements and all competency assessments are up-to-date
- Ensure staff performance issues are dealt with in a timely and effective manner
- Ensure that the incident management process is adhered to and that actions and recommendations are carried out in a timely fashion
- Ensuring safe practices are adhered to comply policies and procedures
- Contribute to the creation and update of Policies and Procedures and ensure the KASSA team comply with Red Cross and KASSA policies and procedures
- Ensure workplace health and safety policy and procedure is adhered to by the KASSA team
- Uphold a culture of Child Safety that contributes to a Child Safe Organisation
- Work collaboratively with other senior staff in the planning and delivery of short term accommodation
- Work within budgets set and contribute to budget formulation on an annual basis
- Ensure that all data collection is adequately recorded that that regular reporting is completed on time to meet all deadlines
- Conduct audits and coordinate analysis and evaluation with the Goldfields Program Manager
- Ensure that the facility is managed in accordance with Red Cross policies and standards and is compliant with the funding contract and other internal and external requirements
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety. Promoting a proactive approach to the management of WHS issues, ensure risk assessments are undertaken and risk management plans are developed and reviewed regularly
- Reporting incidents including hazards into the Report It system to ensure effective and timely follow-up of any incidents or potential hazards
- Maintenance reporting and follow-up
- Maintain good relationships with Aboriginal Communities who use the facility and with the government and non-government agencies who support the facility in the region
- Promote effective communication, model appropriate behaviours and competencies, contribute to a positive organisational and regional culture
- 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.

## ■ Position Selection Criteria

### Technical Competencies

- Understanding and respect for Aboriginal culture and the ability to work effectively alongside Aboriginal people at the facility and in the community
- Knowledge of the issues that contribute to the social, emotional, physical, spiritual and cultural wellbeing of Aboriginal people and the communities in the region. Strong staff and team management skills and the ability to manage, mentor and support staff effectively
- Advanced level of skill in the area of working alongside Aboriginal Communities and demonstrated understanding of cultural competence
- Demonstrated well developed communication skills, including teaching, negotiation and conflict resolution skills
- Current knowledge of legislative and regulatory requirements in the areas of Child Protection and delivery of services to Aboriginal people in Western Australia

- Sound knowledge of health and safety legislation and requirements and the ability to implement and maintain appropriate safety, security and maintenance procedures in a 24 hour residential environment
- Good problem solving, decision making and conflict management skills
- Good verbal and written communication skills
- Good IT and administrative skills and the ability to produce accurate and timely reports
- High level of customer service skills, including complaints handling.

### Qualifications/Licenses

- Tertiary qualification in Community Development, Social Work or equivalent and or 3-5 years' experience in similar roles
- A Working with Children check is a mandatory requirement for this role
- Provide First Aid and CPR are mandatory requirements for this role
- Current Driver's Licence.

### 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.
- **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 | 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.