

# Position Description

<b>Title</b>	Team Leader – East Burwood
<b>Business unit</b>	Child & Family Services Inner East, Eastern Melbourne
<b>Location</b>	220 Burwood Highway, Burwood East 3151
<b>Employment type</b>	Full time   Ongoing
<b>Reports to</b>	Manager, Child and Family Services Inner East

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice  
**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

The Team Leader, East Burwood is responsible for the development, delivery, performance and quality of Family Services and Emergency Relief delivered from East Burwood. The role works closely alongside the Positive Living Groups' Coordinators and Aged Care Day Groups. Service provision is grounded by a strong connection with the congregational mission of the Burwood Heights Uniting Church. A long standing and dedicated group of volunteers are instrumental in delivering services that respond to local needs.

In addition to being experienced in Family Services management, the Team Leader will need to have skills in community development, stakeholder engagement and volunteer support as a way of achieving positive outcomes for local families. The role includes the supervision of Family Services case managers and Emergency Relief staff, has both an operational and site management focus, and is expected to contribute to the development of strategic initiatives and plans.

Also included is responsibility for contributing to the delivery and development of services that respond to community needs and identifying and responding to evolving service development needs. The position is responsible for ensuring services meet and maintain accountability for statutory and reporting requirements and has a key role in the coordination for the East Burwood site.

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### Team Leader – East Burwood

## 2. Scope

**Budget:** nil

**People:** 9 direct reports

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## 3. Relationships

### Internal

- Senior Program Management
- East Burwood Coordinators
- Staff, volunteers, and contractors
- Burwood Heights Uniting Church congregation
- Anglican and other Uniting Church congregations
- Uniting Corporate, Support Services and Mission divisions

### External

- Consumers and their families, carers and/or advocates
  - Government departments and other funding bodies
  - Key partners, community services networks and peak bodies
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## 4. Key responsibility areas

### Leadership and professional practice

- Participate in operational planning and localised team, program, and service planning in accordance with Strategic Plan and business operational objectives
- Implement innovation that has been developed to improve service delivery using methodologies that meaningfully enable consumer participation and inclusion, and respond to emerging needs
- Implement consistently high-quality, consumer-centred, and culturally competent programs and services
- Ensure regular, appropriate supervision and reflective practice is provided across all programs and services and that service delivery reflects contemporary practice
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant)
- Contribute as directed to research, conferences, training and/or forums

### Service delivery and partnerships

- Ensure services are accessible to and inclusive of the diverse communities the program/service serves
- Implement continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes
- Ensure programs and services are well coordinated and collaboratively delivered via a care team approach to achieve positive outcomes
- Serve as the primary contact to peers with key partners and sector networks
- Provide information to support business development activities (e.g., tender applications) and opportunities leveraging partnerships where possible
- Collect and analyse data and other relevant evidence to support continuous improvement, staff and volunteer development and business development purposes
- Lead local incident and disaster emergency response, as required
- Ensure the voice and lived experience of children and young people is heard and acted upon, and that a family and carer inclusive approach is adopted

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- Ensure staff and volunteers provide individualised, consumer-centric services using relevant best practice frameworks, models, and tools
- Supervise workloads and workflows and ensure consumers receive timely and appropriate services
- Respond to day-to-day site issues as raised by the congregation or issues pertaining to hall hirers

#### People

- Provide authentic team leadership to the highest level of professional conduct in alignment with Uniting's values policies and procedures
- Lead, motivate, coach, and inspire an engaged, capable, consumer-centric, and productive workforce to achieve positive consumer and community outcomes
- Be a champion for employee engagement to develop and sustain a positive workplace culture
- Model, promote and maintain a positive, respectful, and enthusiastic work environment
- Provide support, guidance, coaching, leadership, and empowerment to the team including constructive feedback through regular supervision and performance reviews
- Lead the team in leading practices and effective process governance

#### Legal requirements, risk and financial management

- Ensure all legal, funding, compliance and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting (child safety) and mandatory case practice requirements. Proactively develop, implement, and review contingency plans, if required
- Contribute to annual budget development for the East Burwood team and support monitoring and management of financial and human resources to achieve optimal service outcomes, efficiency, and sustainability
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required
- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with policies and procedures
- Provide regular reports on required service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required
- Implement and monitor appropriate information and record keeping, data entry, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.
- Ensure brokerage expenditure promotes optimal consumer and/or community outcomes within allocated budget

#### Administration

- Manage intake processes effectively, and allocate, refer (if relevant) and close cases in a timely and appropriate manner in accordance with program guidelines and requirements
- Assist to develop, implement, and evaluate policies, procedures and systems that underpin and support positive program and service outcomes
- Ensure appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures
- Manage task allocation in accordance with strategic and operational priorities, and staff and volunteer individual workloads
- Ensure internal service pathways remain open to all Clients of East Burwood
- Assist Manager to provide regular reports on service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant

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- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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## 5. Performance Indicators

- Quality and performance of programs and services
  - Workforce performance and development
  - Stakeholder engagement
  - Risk management
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## 6. Person specification

### Qualifications

- Bachelor level degree in social work, psychology, social science, or a related discipline (required)

### Experience

- Experience in developing and leading complex programs/services in the delivery of high-quality, consumer and/or community-centric services
- Demonstrable supervisory experience preferably in the children, youth and family sector
- Experience in working collaboratively with volunteers, respecting their skills, experience, and contribution
- Extensive knowledge in family services, child protection and/or out of home care, including relevant legislation and regulations
- Knowledge and understanding of trauma informed and culturally competent practice, including knowledge and application of therapeutic parenting practices

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- **Leadership:** knowledge and skill in leading and managing people within a complex service delivery environment; ability to build strong, high functioning teams and align teams with the organisational values and goals; role modelling expected behaviour

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- **Volunteer management:** experience and well-developed skills in engaging with volunteers in a positive and collaborative manner that recognises their contributions
- **Consumer-centricity:** extensive experience applying a consumer-centric, trauma-informed, and culturally competent approach to case work; supervisory approach which privileges the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families, and their informal/formal support network to achieve optimal, sustainable outcomes
- **Communication:** high level written and oral communication skills; ability to conduct presentations and prepare high quality reports
- **Relationships:** track record of being able to form positive, collaborative, and effective relationships with staff and volunteers; ability to engage, build and maintain strong, mutually beneficial relationships with a diverse range of external stakeholders; negotiation and influencing skills including cross-culturally
- **Change management:** demonstrated experience in leading successful change in collaboration with staff and volunteers
- **Problem-solving:** proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment

#### Other requirements

- Legal eligibility to work in Australia
- Current driver's licence valid in Victoria
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current Working With Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

## 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**