

# Position Description

<b>Title</b>	Team Leader – 121 Youth Refuge
<b>Business Unit</b>	Homelessness services: Intake and Prevention.
<b>Location</b>	291A Maroondah Hwy Ringwood
<b>Employment type</b>	Full time   Ongoing
<b>Reports to</b>	Senior Manager Homelessness Intake and Prevention

## 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're 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

Our 121 Youth refuge delivers high quality care and support within a 24-hour voluntary residential setting to young people aged 16 – 20 who are homeless. The program supports young people with a range of support needs including complex needs related to past trauma and abuse.

The role of the Team Leader is to successfully support, coach and inspire their teams to provide the best quality care possible for young people in a youth refuge setting.

The Team Leader leads a team of staff who deliver high quality services to clients. Working within a trauma informed framework, the role is pivotal to ensuring services are delivered in accordance with business plans, funding body agreements, accreditation and programs standards, practice frameworks and legislative requirements. The role engages with internal and external stakeholders and demonstrates a highly developed understanding of the issues and challenges for young people experiencing homelessness, as well as the ability to safely assess and manage risk within the program.

The role will generally work 9-5 Monday to Friday and also requires participation in the On-call roster for which an On-call allowance will be paid. On occasions or as part of an agreement, afterhours or weekend shifts may be worked.

## Position Description

### Team Leader, 121 Youth Refuge

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#### 2. Scope

**Budget:** Manages budgets as per program guidelines and in collaboration with the Senior Manager.

**People:** Provides supervision to 121 Refuge Case managers, 121 Refuge Senior Youth worker, 121 Refuge youth workers. Supervises casual youth workers with support from the Senior Youth worker so that accessibility to staff doing shift work is maximised.

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#### 3. Relationships

##### Internal

121 Refuge staff  
Uniting Homelessness services staff  
Uniting staff and volunteers  
Program management

##### External

Clients, families, carers and/or advocates  
Government departments and other funding bodies  
Community Service organisations  
Contractors completing maintenance tasks  
All organisations supporting consumers

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#### 4. Key responsibility areas

##### Leadership and Service delivery

- Provide leadership and model professional, trauma-informed, and safe practice for all staff, ensuring support staff provide a client focused approach which takes into account individual client needs.
- Manage the rosters to ensure 24 hour staff coverage at 121, within budget guidelines.
- Support the Senior Youth worker to oversee the day-to-day operations and management of the Refuge
- Ensure that young people's rights and interests are protected and demonstrate respect for young people at all times
- Identify needs and provide guidance and support to staff in the development and implementation of effective case plans for each young person placed at 121 youth refuge.
- Ensure accessibility for clients from diverse backgrounds including CALD backgrounds, Aboriginal and Torres Strait islander backgrounds and members of the LGBTIQ community.
- Establish and maintain positive and effective collaborative working relationships with all internal and external stakeholders
- Ensure that data is collated and recorded as required by DFFH and Uniting Vic Tas, and ensure the program works in line with requirements.
- Be responsible for maintaining and updating knowledge in relation to relevant legislation, operational plans and processes, both internally and external to Uniting, and ensure staff are implementing these in their practice.
- Participate proactively in team project initiatives
- Promote and maintain a positive, respectful, and enthusiastic work environment
- Adhere to compliance requirements as required by the program, in an efficient and timely matter.
- Other duties as directed.

## Position Description

### Team Leader, 121 Youth Refuge

#### Building Relationships and partnerships

- Contribute to continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes
- Identify and encourage a broad range of sustainable collaborative partnerships
- Ensure professional representation within the external environment and sector
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Identify opportunities to integrate and work collaboratively across teams.
- Implement the collection and analysis of data and other relevant evidence to support continuous improvement, staff development and business development purposes

#### People and teams

- Provide authentic team leadership and 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
- Model, promote and maintain a positive, respectful and enthusiastic work environment
- Provide support, guidance, coaching, leadership and empowerment to staff including constructive feedback through regular supervision and performance reviews
- Organise and chair fortnightly team meetings.
- Contribute to creating a positive team environment, support team members and participate and contribute to team discussions respectfully

#### Administration

- 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 agency policies and procedures
- Ensure appropriate information and record keeping, including supervision recording, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures

#### Personal accountability

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

## Position Description

### Team Leader, 121 Youth Refuge

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## 5. Person specification

### Qualifications

- A minimum qualification of Diploma of Community services or a recognised relevant equivalent qualification is essential
- Tertiary qualification in community services – Desirable
- Current valid unrestricted Australian driver's license

### Experience

- Essential: Demonstrated leadership/Team Leader experience in the Youth homelessness sector
- Desirable: Experience in the residential and community services field and in the provision of care and support to children and young people who have experienced homelessness or 'out of home care'
- Demonstrated ability as a team leader, supervision skills and ability to conduct staff supervision and appraisals
- Experience in working with vulnerable young people, preferably in a residential care setting
- Demonstrated capacity to relate to clients and other stakeholders with dignity and respect
- Ability to think and act calmly and deal with sensitively with distressed people
- Demonstrated ability to assess and appropriately respond to risk for young people
- Sound knowledge and understanding of issues, policies, legislation, and practices in relation to child and family welfare and youth in Residential Care.
- Demonstrated ability to mentor staff by providing them with relevant information, support, feedback in relation to their work, and opportunities for professional development.
- Demonstrated capacity to work as part of a team as well as providing leadership to a team and capacity to allocate tasks.
- Proficiency in use of computer, strong literacy skills, with ability to learn relevant systems, client's data systems.
- Willingness to participate in training and supervision as requested.
- Ability to work flexible hours, if required.

### Other requirements

- Legal eligibility to work in Australia
- A satisfactory national police records check and a Working with Childrens check is a condition of this position and is repeated every three years. Also an International police check if required
- Compliance and understanding/familiarity with organisational policies, procedures and relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child safety:** demonstrated ability to provide safe environments for young people and protect them from abuse and neglect.
- **Client focused:** prioritise needs of clients
- **Leadership:** strong leadership and management skills and knowledge within a complex service delivery environment; ability to contribute to operational planning and ensure the achievement of business goals; ability to build strong, high functioning multi-disciplinary teams and align teams with the organisational values and goals, particularly those consumer-centricity; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision
- **Achieves results:** focused on optimal outcomes for clients
- **Communication:** strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills

## Position Description

### Team Leader, 121 Youth Refuge

- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern, and respect for others feelings and ideas; accommodates and works well with different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
  - **Professionalism:** executes day-to-day activities in a positive, friendly and enthusiastic manner
  - **Culturally aware:** values diversity as a strength and positively utilises diversity
  - **Administrative skills** – excellent organisational skills; high level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of client management systems/data bases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills
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## 6. 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.

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

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