

POSITION DESCRIPTION – TEAM LEADER

Position Title	HSP Team Leader	Department	Migration Support Program
Location	Wollongong	Direct/Indirect Reports	Up to 10
Reports to	HSP Regional Manager	Date Revised	August 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	

■ 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

Red Cross Migration Support Programs (MSP) is responsible for coordinating, leading and supporting complex national and local programs. The overall objective is to provide effective and responsive services to people who are vulnerable as a result of migration, such as those separated by war and disaster, refugees, asylum seekers and immigration detainees.

Further information on these programs is available on our website <http://www.redcross.org.au/migration-support.aspx>.

The Humanitarian Settlement Program (HSP) aims to build the skills and knowledge for social and economic well-being of refugees and humanitarian entrants. The HSP delivers Settlement Services to Clients through a tailored, needs-based case management approach.

The Client Services Team Leader is responsible for operational and program delivery of high-quality services to HSP clients. Key aspects of the role will be leading, developing, and motivating the team members in a dynamic and at times complex environment; to ensure efficient and timely delivery of operational and program requirements and contribute to a continuous improvement cycle.

■ Position Responsibilities

Key Responsibilities

- Responsible for the delivery of HSP client services and day to day management of team operations.
- Provide leadership to ensure the implementation of operational guidelines, systems, and policies.
- Project management to achieve Settlement Outcomes and organisational goals.
- Act as an escalation point for client incidents and support case managers and other staff to resolve matters.
- Coordinate client intake and allocation to HSP staff and subcontractors.
- Coordinate, implement and oversee all aspects of HSP Orientation.
- Analyse client services data and information and provide judgement and leadership for ongoing improvement.
- Coach, mentor and develop direct reports in order to achieve both program and organisational outcomes.

- Ensure that all team members have monthly supervision, up to date work plans in place and that performance is regularly monitored and accounted for.
- Manage staff scheduling.
- Co-ordinate cross-functional team liaison as required including external stakeholders.
- Ensure team members are working collaboratively across teams and functions including liaison with the national office.
- Develop and maintain a client services environment that is welcoming and accessible to individuals and families and works towards MSP's goal of increasing clients' resilience and self-agency.
- Accountable for all team reporting requirements within client services.
- Ensure that services are provided in accordance with Red Cross policy and program practice standards and DHA contractual obligations including KPI's.
- Develop and constantly improve systems for supervised staff and volunteers to enable them to fulfil their job requirements.
- Develop and model a culture of collaboration, respect, and high customer service standards within the team.
- Ensure compliance with all Red Cross policies including Workplace Health and Safety.
- Participate in projects as required.
- At times work will be required to be undertaken out of business hours in response to service requirements and time in lieu will be negotiated according to Red Cross policy.
- Other general responsibilities within the scope of this role.
- Travel between locations within state/territory may be required.

■ Position Selection Criteria

Technical Competencies

- Demonstrated program management; including, staff supervision and development, casework practice advise, program compliance and reporting.
- Demonstrated analytical and planning skills associated with client service delivery.
- Well-developed case management and case coordinator skills.
- High level knowledge of MS office and database management experience.
- Experience in managing both staff and volunteers.
- Excellent organisational skills for managing a demanding workload.
- Well-developed understanding of the refugee and humanitarian entrant sector and service needs of relevant clients.
- Ability to manage complex and sensitive case issues.
- Proven ability to effectively liaise, negotiate and maintain positive relationships.
- Well-developed written and verbal communication skills.
- Experience working with and handling sensitive and confidential material.
- High level of customer service skills, including complaint handling.

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- Degree in Social Work or Community Services or Psychology or equivalent.
- Australian Class C Driver's licence

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 | 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.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.
- **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.