

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader - Roadhouse	Department	Community Service
Location	Canberra	Direct/Indirect Reports	2 PT Staff, 3 Casual Staff, 35+ Volunteers
Reports to	Coordinator, Community Engagement	Date Revised	Jul 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0019352

• 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

The role of the Roadhouse Team Leader is to coordinate all activities of the Roadhouse Program such as: free meals, information and referral services, material aid and related community events. The Team Leader has primary responsibility for the delivery of human-centred client support service, support to staff and volunteers, as well as reporting and other administrative and financial functions. The Team Leader Roadhouse also contributes to organisational change activities, including continuous improvement, quality measures and building an optimal team culture.

The Roadhouse Program runs from the Griffin Centre 6 days per week. This position is full time, Monday to Thursday, 10am – 6pm; Friday 9am – 5pm and the Team Leader delivers the service on-site Monday-Thursday.

• Position Responsibilities

Key Responsibilities

- Coordinate the delivery of the Roadhouse services in accordance with the overall Red Cross strategic intent, policies and procedures
- Manage the day-to-day Roadhouse activities, including liaising with stakeholders, collecting food from suppliers, setting up service, delivering service, packing up service, coordinating staff and volunteers.
- Team management of part-time/casual staff and volunteers in the provision of Roadhouse services, including rostering, and support to meet professional development.
- Coordinate with the WHS team to ensure the adherence of workplace health and safety practices, particularly onsite at Roadhouse, and mitigate/report concerns.
- Develop and maintain effective partnerships with relevant external stakeholders, attending sector meetings where appropriate.
- Coordinate the recruitment and ongoing support of volunteers

Position description

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- Complete reporting, procurement and other administrative functions as required.

□ Position Selection Criteria

Technical Competencies

- Demonstrated experience in program coordination, particularly in the not-for-profit sector including liaising with stakeholders, basic reporting, small team management and flexible problem solving.
- Demonstrated knowledge and understanding of the challenges facing people who are of homeless and/or at risk of being homeless.
- Demonstrated experience working in a complex environment with people with challenging behaviours.
- Experience leading teams, particularly volunteer teams (including recruitment, induction, rostering and ongoing support).
- Demonstrated understanding of how to manage competing and changing needs.
- Empathy with vulnerable people and people presenting with complex needs.
- Ability to work in partnership with a range of organisations and stakeholders.
- Strong verbal and written communications skills including respectful and effective interpersonal working relationships, basic report writing and de-escalation techniques.
- Proven highly developed organisational and time management skills.
- Excellent records management and general office administration.
- Proficiency in MS Office or similar software and experience using client management databases.

Qualifications/Licenses

- Relevant tertiary qualifications, skills and/or experience in the community sector or related field
- ACT Working with Vulnerable People card
- Current Australian Driver's Licence.
- Current First Aid and CPR qualification

Behavioural Capabilities

- **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 | Managing change** | Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **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.