

POSITION DESCRIPTION – TEAM LEADER

Position Title	YPP Nowra Lead	Department	Community Programs
Location	Nowra	Direct/Indirect Reports	4 staff and up to 10 volunteers.
Reports to	YPP Outreach Team Leader	Date Revised	Sep 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0023221

■ Position Summary

The Young Parents Program (YPP) works to ensure best outcomes for children and families by improving the capacity of young parents with complex needs aged 13 to 25, to live and parent independently. YPP is designed to meet the needs of a highly vulnerable group in the community, pregnant and parenting young women and men who are unable to access elsewhere the safety, security and support required to parent effectively. YPP takes a strengths-based early intervention approach, building the capacity of young parents to live independently in appropriate housing, develop parenting and life skills to ensure best outcomes for their children, and break the cycle of intergenerational trauma, abuse and neglect.

The YPP Lead in Nowra is responsible for the operational management of the Nowra site including supervising case management and practice, and ensuring the delivery of a quality, client focused service for young parents and their children in line with legislative and funder requirements. The Lead will support case managers, the Child Development and Volunteer Co-ordinator and Family Educator to work with young parents with complex needs. They will work with the Outreach Team Leader to support a holistic approach to program management and development. Responsibilities include case allocation, case reviews, responding to critical incidents including reporting and staff debriefing, staff supervision, case escalation and direct advocacy. The Nowra Lead will also carry a small case load of clients.

■ Position Responsibilities

Key Responsibilities

- Responsible for the delivery of client services and day to day management of team operations including assessment/intake, case allocations and case reviews in partnership with the Outreach Team Leader
- Provide leadership to ensure compliance with relevant legislation, the implementation of operational guidelines, systems and Red Cross policies and procedures
- Act as an escalation point for client incidents and support case managers to resolve issues, provide debriefing post incident
- 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 and that performance is monitored regularly
- Develop and maintain a client services environment that is welcoming and accessible for clients and their families/supporters
- Develop and model a culture of collaboration, respect and high client service standards with the team

- Support the recruitment and orientation of all new program staff
- Ensure optimal communication is maintained with the team to ensure a consistent, collaborative, congruent, evidence based approach to supporting best outcomes for young parents
- Work holistically to ensure that the support and service provided is accessible and culturally appropriate, in particular for people from Aboriginal and Torres Strait Islander or CALD communities, and people with disabilities
- Advocate for clients in appropriate contexts and with related people and agencies
- Make assessments in consultation with the team relating to child protection issues and ensure timely strategies to effectively address concerns to ensure best possible child focused outcomes for families and act as an escalation point for incidents
- Ensure clients contribute to and participate in any activity or decision which concerns them or their children
- Undertake case management responsibilities to ensure client and program needs are met
- Maintain, monitor and audit clear and thorough case files and other documentation including case notes, case plans and reviews, risk assessments, legal reports, and exit reports, ensuring appropriate maintenance and archiving
- Develop and maintain partnerships with non-government and government organisations, including Community Housing to ensure that client needs are being met in an appropriate manner, including attending relevant external meetings that support access to information and collaboration opportunities
- Participate in the “on call” roster that operates outside normal business hours to provide afterhours support, as YPP is a 24 hour service
- Provide accurate and high quality monthly, quarterly and annual reports for Red Cross Board and funders
- Assist the Outreach Team Leader with other tasks as required.

■ Position Selection Criteria

Technical Competencies

- Clinical/case management experience and experience in using strengths based, youth friendly, culturally appropriate and early intervention approaches to work effectively and creatively with families with complex needs and behaviours
- Demonstrated knowledge of evidence based practice in supporting child and adolescent development, and best practice in effective parenting and child protection interventions
- Demonstrated program management and implementation skills
- Experience managing, supporting and developing staff and volunteers
- Cultural competence including demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples
- Ability to manage complex and sensitive case issues, and commitment to confidentiality and capacity to maintain strong professional boundaries
- Strong liaison, networking, negotiation and stakeholder development skills
- Demonstrated planning, decision making, problem solving and analytical skills including report writing.
- Strong organisational and administrative skills, ability to work autonomously, deal with competing priorities and manage time effectively
- Flexible approach to work hours to ensure client and program needs are met, and to be “On Call”
- Highly developed oral and written communication, mediation, training and conflict resolution skills
- Computer skills, including proficiency in MS Office or similar software and experience using databases

- Ability to work flexible hours and be “On-call” on a regular basis.

Qualifications/Licenses

- Tertiary qualifications and/or commensurate experience in Social Work, Youth Work, Welfare, Community Development, Early Childhood, Health, Education or related discipline
- Current driver's licence
- Current First Aid Qualification
- A Working with Children check is a mandatory requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ 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