

Position Description

Title	Team Leader – Escaping Violence Payment (EVP)
Business Unit	South & East Victoria
Location	130 Lonsdale St Melbourne VIC 3000 (with flexible work arrangements)
Employment type	Full Time Maximum term to 31 January 2025
Reports to	Program Manager, Escaping Violence Payment

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've 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're 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

The Escaping Violence Payment (EVP) program offers financial assistance and confidential support for people with a recent experience of intimate partner violence. The program is available to victim survivors, primarily women, who need financial and other support to re-establish their lives free from violence.

The Team Leader will lead a team of case workers working as part of a multidisciplinary team of practitioners offering strength-based, client-centred, wrap-around support and services including:

- Intake and assessment,
- referrals to other programs and services; and
- assessment and processing of applications for the EVP submitted by case workers of other programs / agencies on behalf of their clients.

The Team Leader will manage the day-to-day operational requirements, work distribution and outputs of the EVP service delivery team across multiple locations in compliance with legislative, regulatory and funding guidelines and Uniting policies and procedures.

The Team Leader is responsible for building effective teams through the engagement, supervision and development of employees within the EVP program.

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2. Scope

Budget:

Nil

People:

The position is responsible for the management of approximately 7-10 direct reports.

3. Relationships

Internal

- EVP Case Workers
- Team Leaders
- Senior Managers and Group Managers
- Other Uniting staff

External

- Case workers and team leaders from UnitingCare Consortium agencies
 - Specialist services/referring agencies and networks
 - Family Violence victim survivors
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4. Key Responsibility Areas

Program/Service delivery

- Manage and coordinate an integrated team providing support, mentoring and development of EVP intake workers and case workers.
- Provide practice guidance and leadership to practitioners across the EVP in the delivery of program requirements, to maintain a high quality of service to people accessing the EVP for support.
- Work collaboratively, with an integrated approach across the service system, maintaining positive relationships with external organisations and developing new relationships with key agencies.
- Contribute to all relevant program development and implementation.
- Provide feedback and suggestions to Senior Management regarding the operation of the program and potential improvements.
- Implement improvements through collaboration with the Senior Manager and relevant team(s) and in accordance with Uniting requirements around change management (where relevant).
- Assist in problem solving and preventing operational issues.
- Assist in hands-on service delivery, as required.

Administration

- Assist with the management of case allocation, case planning and case review.
- Provide effective oversight of program data management.
- Manage task allocation according to strategic and operational priorities and individual workload.
- Effectively monitor the program brokerage budget.
- Manage administrative tasks associated with payment arrangements and services delivered.
- Lead the team in maintaining accurate and timely records of all payment transactions, contributing to regular monitoring and reporting requirements.

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Stakeholder Management

- Maintain and develop appropriate networks both within and outside the sector.
- Lead and participate in relevant networks that support the development of effective system responses for people experiencing intimate partner violence.

Quality and Risk Management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).
- Identify, report, manage and respond to emerging issues in an appropriate and timely way.
- Contribute to and promote a positive safety culture by taking reasonable care for your own and other's health and safety.

People and Teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

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
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5. Performance indicators

Meet agreed performance targets and contractual obligations.

6. Person specification

Qualifications

- A relevant tertiary qualification in social work, community development or a related tertiary qualification relevant to child and family welfare.

Experience

- Relevant experience in a human services, welfare or social services role
- Experience working with victim survivors of family violence (preferred)
- Proven experience in leading and developing a diverse, engaged and cross-functional workforce focused on delivery of client outcomes.
- Demonstrated staff supervision and leadership skills and ability to work with challenging clients and complex issues.
- Program management and community development experience.

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.
 - **Communication and Engagement** – Ability to anticipate the reactions of others and tailor communication approach to meet the needs of the intended audience.
 - **Change and Resilience** - Understands the need for change and help the team adapt to the changes, acting as a two-way conduit for information and as a change champion.
 - **Service Planning** – Ability to consider and plan for the effective use of capability and allocated resources in team plans, seeking input on any adjustments to plans required.
 - **Cultural Safety** - Considers and involves the team to continually improve service delivery and working environment in ways consistent with increasing compliance with external cultural safety compliance and accreditation Standards.
 - **Leadership and Teamwork** - Highly developed leadership skills, ability to align teams with organisational values, providing effective people management and role modelling expected behaviour.
 - **Sustainable Relationships** - Proven track record in developing sustainable relationships with a range of stakeholders.
 - **Consumer Focused:** Achieve positive consumer outcomes through their teams.
 - **Teamwork** – Willingness to be proactive and help others and to contribute to the continuous improvement of a positive, collaborative and effective work environment.
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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.

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

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