POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader	Department	Migration Support Programs
Location	Brisbane	Direct/Indirect Reports	5 - 10
Reports to	State Lead	Date Revised	Sep 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	**Job Evaluation No:**	

■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact.

The Team Leader will provide operational leadership to teams in the delivery of client service. They will supervise and develop staff, ensure effective implementation of programs and services, and lead projects to contribute to program development and strategic outcomes.

The Team Leader will also be responsible for overseeing and supporting the day-to-day work of Complex Caseworkers who will be providing casework support to clients experiencing multiple and complex vulnerabilities, including (but not limited to) physical and mental health concerns, family violence, protection concerns, homelessness, labour exploitation.

The role will manage risks, issues and ensure continuous business improvement. The role will also be responsible to oversee programs' reporting, data collection and stakeholder engagement.

■ Position Responsibilities

Key Responsibilities

▪ Provide leadership, guidance and support to Complex Caseworkers across programs

Position description
Template authorised by: Janice Murphy, National Recruitment Manager

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- Ensure adequate resources to meet fluctuating volumes of work
- Provide day-to-day operational support to transactional processing requirements including working from home provisions
- Provide day-to-day financial accounting support including income allocation and reconciliations
- Provide oversight of daily processing to ensure financial and transactional operations meet compliance guidelines with agreed financial and industry standards and deliver on agreed business requirements
- Coordinate the documentation of risk, issue and business process improvement across the team
- Review applications submitted for payment approval to ensure documents meet requirements
- Monitor payment request submissions for duplicate payments and report and resolve potential duplicate payments
- Identify and assist to resolve potentially fraudulent applications
- Ensure the effective running of quality client service delivery
- Provide support in managing complex cases and escalated issues
- Identify and raise key operational issues and action ad hoc requests regarding reporting.
- Attend internal and external stakeholder meetings
- Provide one on one operational supervision to Complex Caseworkers
- Organize and implement case review meetings
- Ensure client data is up to date.

■ Position Selection Criteria

Technical Competencies

- Demonstrated ability in understanding, developing and implementing financial reconciliations and management of income strategies within a financial environment
- Experience and/or ability to follow and implement organisational policies and contractual requirements relevant to the sector
- Strong communication, collaboration and interpersonal skills
- Ability to map business processes and interdependencies through effective consultation and feedback
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds
- A sound understanding of the social political issues and needs impacting migrants in transition
- Demonstrated skills and experience engaging with people who have experienced grief, loss, exploitation, torture, trauma and/or post-traumatic stress and uncertainty
- Demonstrated sound knowledge of good practice case management frameworks.
- Demonstrated experience in financial management or administration
- Ability to analyse and report on financial data
- Ability to investigate and resolve complex issues
- Highly developed organisational and time management skills with the ability to meet deadlines in a highly pressurised environment
- Highly Proficient in Database management, Microsoft Excel and Outlook.

Qualifications/Licenses

- Relevant qualifications, skills and/or equivalent experience in Social Work, finance management or finance administration.

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 | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.

- **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.

- **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ 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.