

## POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader Casework Support Program	Department	Central Region - Community Services Programs
Location	Blacktown	Direct/Indirect Reports	4
Reports to	Regional Operations Manager	Date Revised	15/02/2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Choose an item.	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

The Casework Support Program (CSP) provides case co-ordination and support for young people under the supervision of Youth Justice in the Blacktown and Penrith areas. The team supports a minimum of 56 young people each year and may also support their transition from custody back to the community.

The Team Leader is responsible for the operational delivery of the CSP including supervising case co-ordination and practice, and ensuring the delivery of a quality, client focused support for young people in line with legislative and funder requirements. This is achieved through a coordinated service delivery approach with Juvenile Justice and the provision of individualised support to meet identified goals over a period of 12 weeks. Responsibilities include case reviews, responding to critical incidents, staff supervision, support and development, data management and reporting and direct advocacy. The Team Leader will also carry a small case load of clients for case coordination.

### ■ Position Responsibilities

#### Key Responsibilities

- Responsible for the delivery of client services and day to day management of team operations
- Provide leadership to ensure the implementation of operational guidelines, systems and policies.
- Act as an escalation point for client incidents and support caseworkers 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 regularly monitored and accounted for.
- Develop and maintain a client services environment that is welcoming and accessible for clients and their families/supporters.

- Ensure best practice, strengths based, accessible, culturally appropriate case co-ordination for all young people engaged with the service to enhance resilience and reduce the risk of re-offending.
- Support the recruitment and orientation of all new program staff.
- Support the Regional Operations Manager in the development of reports to the funding body.
- Support clients to achieve the goals in their case plans and ensure practical steps are taken to meet their needs during the 12 weeks, document and monitor all progress and change.
- Maintain, monitor and audit clear and thorough case files and other documentation including case notes, case plans and reviews, risk assessments, legal reports, monthly reports and exit reports, ensuring appropriate maintenance and archiving
- Develop and maintain strong working relationships with Youth Justice, and other support services to ensure effective support for clients.
- Comply with relevant legislation, Red Cross policies and procedures and program requirements.
- Ensure optimal communication is maintained with the team to ensure a consistent, collaborative congruent, evidence based approach to supporting best outcomes for young people.
- Attend and participate in staff meetings, line manager and external supervision, case conferences, reviews, planning, and training as scheduled.
- Work holistically to ensure that the support and service provided is accessible and culturally appropriate, in particular for young women, people with disabilities, and people from Aboriginal and Torres Strait Islander or CALD communities.
- Develop and support mechanisms for client voice and representation from participants.
- Advocate for clients in appropriate contexts and with related people and agencies.
- Assist the Regional Operations Manager with other tasks as required.

## ■ Position Selection Criteria

### Technical Competencies

- Clinical/case management experience and experience in using strengths based, culturally appropriate approaches to work effectively and creatively with young people with complex needs and behaviours, including disability.
- Demonstrated program management and implementation skills.
- Experience managing, supporting and developing staff and volunteers.
- Cultural humility including demonstrated ability to engage effectively and sensitively with Aboriginal and Torres Strait Islander peoples.
- Ability to manage complex and sensitive case issues.
- Excellent written and verbal communication skills, interpersonal skills, and client motivation skills particularly with young people with challenging behaviours and a history of offending and non-engagement with services.
- Strong liaison, networking, negotiation and stakeholder engagement skills.
- Demonstrated planning, decision making, problem solving and analytical skills including experience with monitoring and 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.

## 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 license
- 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 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 | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **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.
- **Personal effectiveness | Managing my behaviours** | Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to 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.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.

## ■ 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.

