

## Position Description

<b>Position Title</b>	<b>Team Leader</b>
<b>Location</b>	Adelaide Office
<b>Child Safety (Prohibited Persons) Act 2016</b>	Prescribed
<b>Award</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Classification</b>	Crisis Accommodation Employee Level 3
<b>Reporting Relationship</b>	<p>Reports to the Manager Operations, Therapeutic Support Services</p> <p>Direct reports:</p> <ul style="list-style-type: none"> <li>- House Supervisors</li> </ul> <p>Works closely with:</p> <ul style="list-style-type: none"> <li>- Service Manager</li> <li>- Clinical Services</li> </ul>

### POSITION SUMMARY

The Team Leader is responsible for managing the day-to-day operations of a small number of houses and their staff to provide individualised support to young people under Guardianship of the Chief Executive housed within Therapeutic Support Services. The Team Leader, under the direction of the Manager Operations, is also responsible for ensuring that responsibilities and duties carried out at these houses are in line with the service agreement and established organisational policies, principles, practices and procedures.

Under the direction of the Manager Operations, the Team Leader is responsible for ensuring the delivery of high quality client services across all houses within the Therapeutic Crisis Intervention framework. The position has an integral role in reporting emerging issues and trends to the Manager Operations and, in conjunction with the Manager Operations, formulating innovative responses.

The Team Leader liaises closely with other Team Leaders, House Supervisors and internal and external stakeholders to provide a safe and secure homelike environment for clients. The Team Leader encourages and supports staff to promote, positive attitudes and lifestyle choices with the aim to improve the confidence and self-esteem of the young people.

### KEY RESPONSIBILITIES

- Supervise the day-to-day activities of site House Supervisors and support and coordinate staff within all houses
- Plan, prepare and document specific activities, achievements and concerns relating to individual clients
- Communicate relevant information and provide consultation opportunities for team members
- Work collaboratively with other agencies to develop appropriate case plans that aim to meet the identified support needs of the clients
- Assist the Manager Operations to deliver services that are in line with current service agreements and within Junction policies, principles, practices and procedures
- Oversee and ensure the maintenance of accurate case notes and records of interactions and plans within sites and/or houses

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- Ensure House Supervisors undertake appropriate case planning and coordination
- Ensure that rosters are filled in line with established budget/s
- In conjunction with the Manager, develop and implement programs in line with the requirements of funding body service agreements
- Report client incidents and / or emerging trends to the or Manager Operations or Service Manager for further follow up
- Participate in service related networks and forums which strengthen interagency links and referral pathways to improve access to relevant services for clients as requested/agreed by the Manager Operations
- Promote a commitment to continuous improvement of service which is focused on better outcomes for clients and service sustainability
- Provide written reports of program activity to the Manager on a regular basis
- Assist the Manager Operations and Service Manager to develop and maintain procedures and program specific manuals
- Support and encourage staff to attain high levels of expertise and maximise their potential through targeted training and professional development
- Participate in recruitment processes within the portfolio to attract and retain quality staff
- Promote a 'risk-aware culture' where staff pro-actively identifies and address all forms of risk

### Outcomes/Objectives

- *Day to day supervision and coordination meets requirements for the site or team to function effectively*
- *Evidence of satisfactory progress against client case/safety plans*
- *Junction-staffed residences are hygienic and nurturing for individual residents*
- *Evidence of continuous improvement in area of responsibility that improves client outcomes or service/organisational sustainability*
- *Incidents and emerging trends in area of responsibility are reported to the appropriate leader*
- *Evidence of proactive investment in effective recruitment and retention practices within own area of responsibility*
- *All staff within area of responsibility have demonstrated capability improvements as a result of development opportunities and/or management coaching and support*
- *Portfolio / program service delivery meets applicable budget, policies and standards*
- *Behaviour to others consistently demonstrates good faith, respect for individual rights and professionalism*

### GENERAL CONDITIONS

- Act at all times in accordance with the Code of Conduct and Core Values of Junction.

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- Comply with the Work Health and Safety management system.
- A satisfactory Working with Children Check (WWCC) or General Probiy Check must be completed as applicable prior to commencing employment and maintained thereafter.
- Current Child Safe Environments Certificate must be held or obtained prior to commencement and the employee must comply with relevant state legislation to support a child safe organisation.
- Current Senior First Aid must be held or obtained prior to commencement and maintained thereafter.
- Undertake rostered on-call responsibilities as needed.
- Holds a current Australian Driver's Licence and is willing to drive.
- Willing to work occasional flexible hours to meet operational requirements.
- Some intra/interstate travel may be required.
- It is a requirement of the position to be accredited in Therapeutic Crisis Intervention with 6 months of commencing with Junction. Failure to successfully achieve accreditation within in this 6 month period will result in the termination of employment.
- Your employment with Junction is subject to you being and remaining eligible to be employed in a licensed children's residential facility which requires employees to undergo periodic psychological or psychometric assessments.

### SELECTION CRITERIA

- Degree or tertiary qualifications in Social Work, Human Services or relevant equivalent (or lesser qualification complemented by substantial relevant experience) – essential
- Demonstrated knowledge and experience working with young people under Guardianship of the Chief Executive - essential
- Sound understanding of case management principles together with previous experience in developing and overseeing case plans within an established case management model
- Experience working with, or demonstrated understanding of the needs of, children and adolescents at risk
- Sound communication (verbal and written), interpersonal and negotiation skills
- Ability to prioritise own workload and ensure that yourself and your staff meet deadlines
- Demonstrated understanding of appropriate responses to clients with behaviours that demonstrate high and complex needs
- Understanding of social justice principles – including equity of access, discrimination and equal opportunity, individuals rights and privacy
- Understanding of relevant statutory requirements and legislation for children under the Guardianship of the Chief Executive and supported accommodation - desirable

### CORE VALUES

Junction aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **IMPACT** ~ make it happen; strive for excellence; be bold

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- **PASSION** ~ find the joy; engage energetically; celebrate successes
- **INTEGRITY** ~ build trust; act ethically; know yourself; act like owners
- **RESPECT** ~ listen attentively; speak openly; debate constructively
- **COLLABORATION** ~ work together; build relationships; value diversity

Approved by CEO/Leadership Manager