

Job Description

Team Leader



Reporting to	Program Manager, (Program Specific)
Hours	Full time, ordinary hours in line with SCHADS Award. (38 hours per week, Monday to Friday).
Classification	SCHADS Award, Level 5
Location	Dependent upon program

About ACSO

The agency was established in 1983 as the Epistle Centre by ex-offender Stan McCormack, to support prisoners find housing, employment and stop their offending behaviour. Over 30 years, ACSO has grown and diversified to provide life changing support programs for people in, or at risk of entering, the criminal justice system.

ACSO is an organisation with a bold vision for a community where everyone has the opportunity to thrive, and prison truly is the last resort. It's our goal to reduce re-offending, and our purpose to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

Our Vision

ACSO's vision is for a community where everyone has the opportunity to thrive, and prison truly is the last resort

Our Purpose

Our purpose is to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

Our Ethos

"Create another chance"

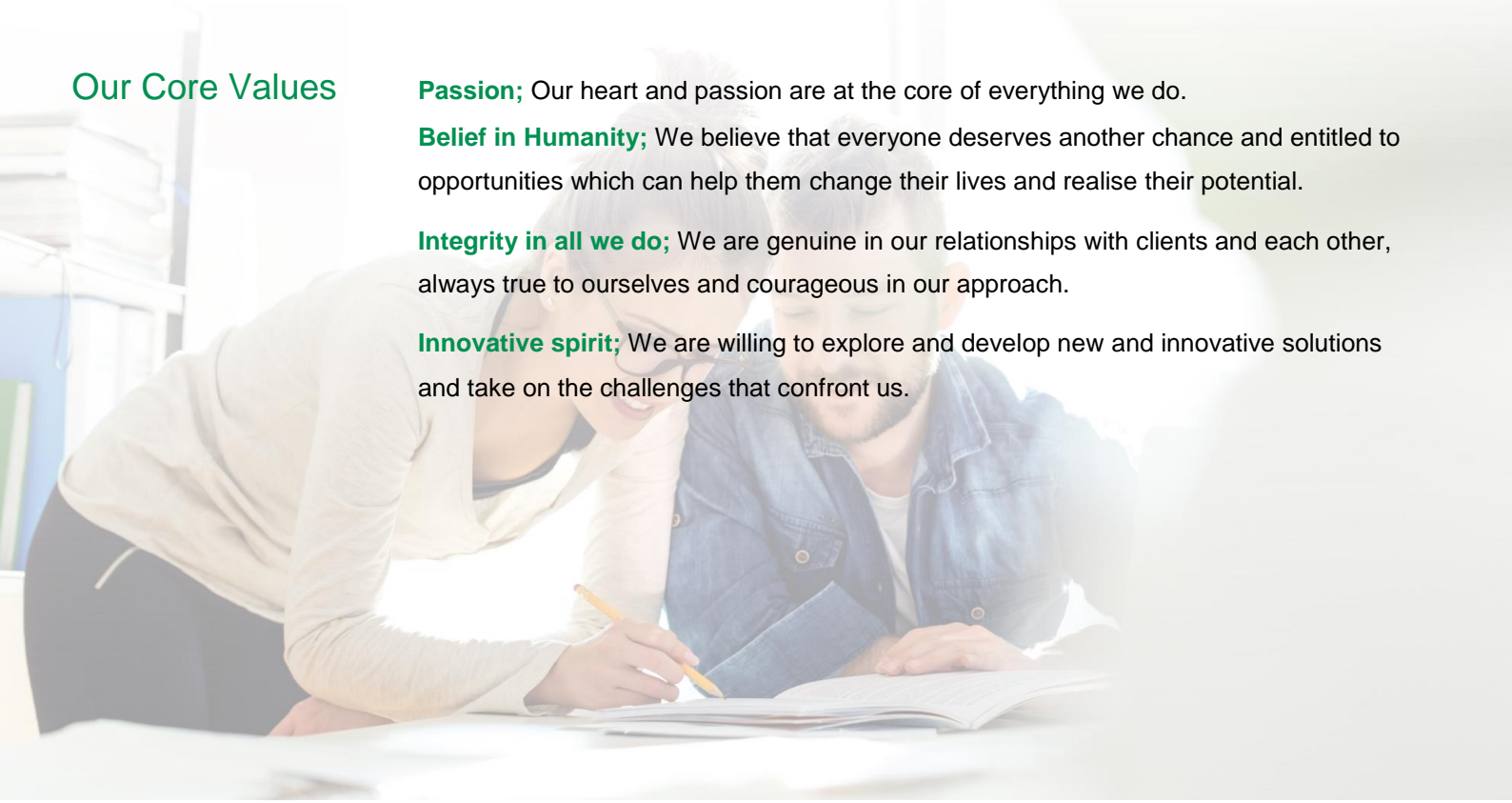
Our Core Values

Passion; Our heart and passion are at the core of everything we do.

Belief in Humanity; We believe that everyone deserves another chance and entitled to opportunities which can help them change their lives and realise their potential.

Integrity in all we do; We are genuine in our relationships with clients and each other, always true to ourselves and courageous in our approach.

Innovative spirit; We are willing to explore and develop new and innovative solutions and take on the challenges that confront us.



Purpose of the position

Responsible for the day-to-day leadership and management of program teams, the Team Leader leads and manages their team's performance through monitoring work quality and output, team and individual staff development and utilising their subject matter expertise to provide content support and advice.

The focus of a Team Leader will be on assisting their teams through assessing and monitoring risk, building and delivering a high-quality service and provision of supervision to support their teams and individuals to develop their emotional intelligence and resilience, whilst developing and maintaining skills to support this client group.

They may assist the Program Manager with program delivery and stakeholder management where necessary.

A day in the life of...

On a daily basis you will lead, supervise, coach and develop your team members in the performance of their duties, including creating and fostering a positive and cohesive team culture. Dependent on your specific program, this might mean guiding team members on operational decision making, acting as an escalation point for both operational and client care matters, and championing organisation-wide initiatives to frontline workers. You will be responsible for coordinating and conducting all employee management lifecycle activities including; recruitment, professional supervision sessions, performance counselling, inducting and training new team members, rostering, and working with your Program Manager to develop a program quality plan to this work.

Key Working Relationships

Internal

- General Managers
- Executive Team
- Program Managers
- Team Leaders
- Frontline Staff

External

- Relevant State Government Departments and Ministries
- National Disability Insurance Agency – Central and Regional Offices
- Local Hospital and District Networks
- Local Community service stakeholders providing support services across; disability, youth, housing, employment, training and education, mental health, alcohol and other drug and other clinical providers
- Other relevant parties as required

Deliverables

Lead and manage the staff in your team to successfully achieve their required tasks and duties for your program. This will include, but is not limited to, recruitment activities, inducting new starters and providing initial on-the-job training, conducting annual performance planning and review meetings with your team, and conducting performance management with employees in partnership with Program Manager and/or People and Culture Partner.

- Provide daily coaching and guidance to your team to ensure effective and quality delivery of services.
- Act as first point of escalation on operational or client care matters, and support your team members to resolve these matters to avoid further escalation.
- Monitor and evaluate staff performance against position deliverables, annual performance plans and professional development goals. Take remedial action where performance outcomes are not being achieved.
- Develop and foster a cohesive team culture. Where your team is located across multiple worksites ensure this team cohesiveness extends beyond individual locations to the wider program team.
- Manage team performance and service delivery to ensure program contract KPIs are met or exceeded as per each contract's terms and organisational objectives.
- Monitor the workplace and employee conduct to ensure WHS processes and frameworks are adhered to; lead by example to foster a safety culture within your program. Work with employees, Program Manager and WHS Partner on Return to Work plans in cases of worker's compensation.
- Provide feedback and recommendations to Program Manager on opportunities for continuous improvement in work practices, systems, procedures and/or service delivery.

Qualifications

Essential qualifications

- Bachelor level qualification in an area relevant to the program being overseen, or;
- A minimum Diploma qualification in an area relevant to the program being overseen with equivalent relevant experience

Key Selection Criteria

Essential experience

- Relevant sector experience is highly desirable
- 2+ approx. years' experience as a people leader
- Prior experience and success in leading others in the delivery of program services
- Experience in conducting (with the support of more senior staff and/or People and Culture) performance counselling sessions with team members
- Demonstrated communication strengths in the areas of; interpersonal sensitivity, communicating sensitive information effectively, conducting difficult conversations in an empathetic and authentic manner
- Demonstrated understanding of how to build and foster a high-performance team culture
- A thorough understanding of the current trends, practices, policies and legislation pertaining to their program area.

Personal qualities & behavioural traits

Essential qualities or behaviours

- Strong and demonstrated commitment and alignment to the ACSO Vision, Values and Mission.
- Demonstrates a commitment to developing their people, safety and wellbeing, and personal self-care.
- Communicates with influence: communicates in a constructive and respectful manner, showing an awareness of verbal and non-verbal cues and the impact of their communication style on the receiver, applies skills in adapting personal style to the audience
- Conducts themselves in a manner that demonstrates compliance with organisation WHS practices, champions safe work practice within their team and across the wider organisation, and identifies and escalates risks to ensure the safety and wellbeing of employees
- Develops productive working relationships

- Demonstrates flexibility and responsiveness to changing requirements
- Engages in innovation and continuous improvement
- Utilises resources effectively and responsibility
- Inspires and empowers others

Mandatory compliance requirements

As a registered NDIS provider and under the NDIS working screening requirements, this role requires each employee to have the below prior to any offer or commencement of employment.

Police check	ACSO will initiate this process during the recruitment and selection process and cover the cost of any Australian or International police checks. Note: ACSO are open to considering employing people with a criminal record.
Working with Children Check or Blue Card	A valid Working with Children check must be supplied by all new employees (at the cost of the employee)
DWES Check	Disability Workers Exclusion Scheme Check clearance through the Department of Health and Human Services. ACSO will initiate this process during the recruitment and selection process.
Car Licence	A valid Australian driver's licence. This is requirement of the role not NDIS worker screening.