



# Position Description

## Team Leader

ParentsNext

Agreement

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Team Leader

## 1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

## 2. Overview of Community and Family Care

Wesley Mission’s Community and Family Care teams build resilience and strengthen capacity in the local communities where we work. We will provide front line care to people (within NSW) who seek our services on voluntary basis. We will support people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All the Good We Can, By All the Means We Can, In All the Ways We Can,” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

The main areas in Community and Family Care are:

- Brighter Futures
- Family Centres
- Targeted Earlier Intervention
- Multicultural Programs
- Worksmart
- Youth Health
- Young Healthy Minds
- Youth Hope
- Financial and Gambling Services
- Emergency Relief
- Specialist Homelessness Services
- Mums and Kids Matter
- Getting it Together
- Assistance with Care and Housing
- ParentsNext
- Executive Management team



### 3. Overview of role

ParentsNext is funded by Australian Government Department of Education, Skills and Employment. ParentsNext is a pre-employment program that aims to help parents with young children to plan and prepare for employment once their youngest child reaches school age, or sooner if they wish. Parents in the program are referred to as participants.

The objectives of ParentsNext are to:

- target early intervention assistance to parents at risk of long-term welfare dependency
- help parents identify and reach their education and employment goals through participation in activities
- connect parents to local services that can help them to prepare for employment

Wesley Mission's ParentsNext program operates in 32 sites across the following regions:

- The Hunter
- Mid North Coast
- North Coast
- Sydney East Metro
- Sydney Greater West
- Sydney North and West
- Sydney South West

ParentsNext is delivered in two streams, an Intensive Stream and a Targeted Stream. The Intensive Stream operates in areas identified as having a high level of disadvantage and/or a high proportion of Indigenous parents. The Targeted Stream operates in all non-remote regions excluding any Intensive Stream locations in those non-remote regions.

The Intensive Stream has access to employment-focussed support and incentives including a Participation Fund, Outcome Fees, Wage Subsidies and Relocation Assistance to Take Up a Job.

ParentsNext Leadership Team comprises Regional Manager, Team Leaders and Senior Consultants.

#### **The Team Leader:**

- Leads ParentsNext teams in allocated regions. Allocation may change from time to time depending on operational need.
- Works within the ParentsNext Leadership Team to develop, implement, maintain and consistently review an evidence-informed practice, innovative, progressive and imaginative model of servicing that meets the unique needs of participants and creates a program of continuous growth and excellence.
- Supports the Regional Manager to recruit and build a high functioning team of professional, effective and highly skilled team members, working from a strength based, solution focussed, ecosystemic framework to deliver the program across multiple sites
- Models and encourages a team culture that is progressive, inclusive, and supports individual growth and team cohesion both within the ParentsNext program and the broader Wesley Mission



- Ensures all participants accessing Wesley Mission's ParentsNext program receive a professional, supportive and caring service in order to identify and achieve their goals
- Is flexible and mobile, ensuring each site in their region is visited and team members supported on a regular basis in order to maintain consistency of practice, high standards and develop a team approach
- Maintains strong connections and consistent practice between Wesley's Sydney and Northern ParentsNext sites and teams.
- Fosters collaborative joined-up practice between ParentsNext program and other Wesley programs, for the benefit of ParentsNext participants and their families
- Maintains high standards of governmental and organisational compliance, working within ParentsNext Deed 2018 - 2021
- Builds strong connections and partnerships with local agencies and services

### **Wesley ParentsNext Outcomes Framework 2019**

ParentsNext participants will be better off in the following ways:

- Increased formal educational attainment:
  - a) Certificate III or above
  - b) Year 12 or equivalent
  - c) Skills for Educations and Employment (SEE)
- Paid employment:
  - a) 15hrs/20hrs or more per week
  - b) any paid employment
- Increased work readiness:
  - a) increased knowledge for work readiness
  - b) increased employability skills
  - c) take actions towards work
  - d) increased confidence and motivation to work
  - e) reduced barriers to undertaking work
- Increased connection to:
  - a) community
  - b) supports (peers and informal supports)
- Access to rights and entitlements
- Increased knowledge and inspiration for positive life/family choices
- Increased personal wellbeing

Children (under 6) of ParentsNext participants will be better off in the following ways:

- fully engaged in formal early childhood education  
(enrolled and regularly attending licensed preschool or long day care)
- connected to community supports for their needs

### **ParentsNext Service Delivery includes:**

- Providing a warm, respectful and welcoming experience for parents and children



- Upholding privacy and confidentiality in all aspects of work and ensure that confidentiality is always adhered to with families and staff
- Providing vocational guidance tailored to the participant's goals and connect participants to suitable opportunities, resources, places and specialist agencies
- Creating and maintaining strong relationships with employment services and employers to identify job opportunities for participants
- Administering the Job Seeker Classification Index (JSCI) tool, where required, Co-design Participation Plans with the participant and Work Readiness tool™ to assess the skills, capabilities and any non-vocational barriers for the participants
- Working within the NSW Care and Protection Framework, actively screen for children at risk of harm and report appropriately.
- Working within the NSW Principles guiding the protection of children impacted by domestic and family violence

This position works in accordance with SCHADS 6 (Attachment A)

## 4. Relationships

Reports to: Regional Manager

## 5. Major role responsibilities

### 5.1. Our Clients

The Team Leader will provide professional support and oversight, leading the ParentsNext team to:

- Work within ParentsNext guidelines and practice principles
- Work within an evidence-informed practice to provide services to the target group
- Achieve performance targets including employment, education and social connectedness
- Utilise a strengths-based, solution-focussed framework to
  - assist ParentsNext participants to identify their education and employment goals
  - develop and co-design their Participation Plan
  - ensure the relationship between the participant and the worker is respectful and professional at all times
  - support participants in undertaking activities that will lead to the achievement of short term, medium term and long term objectives, including supporting participants in job search or activities to build employability
- Develop, deliver and facilitate activities, workshops or training in areas such as employment skills or job search in order to assist parents to engage and achieve their goals at outreach sites or in other local agencies/services
- Provide vocational guidance tailored to the participant's goals and connect participants to the right opportunities, resources, places, specialist agencies
- Administer the Job Seeker Classification Index (JSCI) tool, where required, and Work Readiness tool™ to assess the skills, capabilities and any non-vocational barriers for the participants



- Ensure compulsory participants are aware of, and understand, their mutual obligation requirements under the program
- Monitor and record participant's engagement and progress. This includes but is not limited to conducting follow up, seeking regular feedback on activities and referrals, updating plans as required, addressing participation issues as they arise, and managing and supporting participants with multiple and complex needs including non-vocational barriers
- Update and maintain accurate, complete and timely records and referrals in relevant databases
- Develop pathways and partnerships to continuously improve supported referrals, connections and sector capacity building within the local community and service system
- Ensure Aboriginal, CALD and disability accessibility and capability - these activities and capabilities will proactively enable families to access services and determine the way their support is provided
- Work within the NSW Care and Protection Framework, actively screen for children at risk of harm and report appropriately.
- Work within the NSW Principles guiding the protection of children impacted by domestic and family violence
- Promote Wesley Mission's principle of No Wrong Door, joined up thinking and collaborative practice

#### 5.1.1 Performance Measures

The team leader will ensure the ParentsNext team:

- achieve 90% participant satisfaction
- achieve or exceed all targets
- evidences strengths based, solution focussed framework underpins all practice
- evidences domestic violence and child protection screening is common practice
- evidences the priority target group is accessing the service and given priority access
- evidences quality partnerships and increased cross referrals across sector
- evidences quality partnerships and increased cross referrals within Wesley Mission

#### 5.2 Our people

The Team Leader will provide professional support and oversight, leading the ParentsNext team to:

- Complete Wesley Mission induction, orientation program and mandatory training, including Identifying and Responding to Children at Risk of Significant Harm
- Attend and participate in regular support meetings and team meetings
- Attend and participate in annual Employee Contribution & Development (ECD) process
- Commit to a continuing process of personal self-development, training and skills acquisition
- Work with Leadership Team to develop, implement, maintain and consistently review an evidence informed practice model
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- Attend Life of the Mission events – there is an expectation that all staff will attend Wesley's Thanksgiving Service on the first Sunday in December
- Be part of creating a team culture of support and respect
- Nurture and develop leadership skills across the team



- Promote and ensure adherence to Wesley Mission brand

#### 5.2.1 Performance Measures

- 90% staff retention
- 90% attendance at Wesley Thanksgiving Service and other Life of the Mission events
- 100% all staff have completed induction, orientation and mandatory training
- 100% team engagement with new practices, policies and procedures
- balanced annual to personal leave

### 5.3 Our operations

The Team Leader will provide professional support and oversight, leading the ParentsNext team to:

- Ensure the reputation and integrity of Wesley Mission is maintained at all time
- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Department of Education, Skills, and Employment.
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- Contribute to evaluation and quality improvement of programs
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- Embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
- Maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- Promote the grievance procedure to all participants and respond in line with the Wesley Mission Grievance Procedure

#### 5.3.1 Performance Measures

- All program KPI's and regular reporting requirements are met
- % increase in the number of referrals received from other organisations
- number of local network/interagency meetings attended by ParentsNext team
- achieved working knowledge of:
  - funding specifications and guidelines
  - Wesley Mission employee handbook
  - relevant policy and procedures

### 5.4 Our financials

The Team Leader will provide professional support and oversight, leading the ParentsNext team to

- Commit to proactively plan ParentsNext programs at the beginning of the year to minimise over or underspends at the end of financial year
- Maintain Wesley Mission resources
- Commit to retaining current funding through working within funding guidelines and providing a best practice service according to Wesley Mission service delivery model for the program.

#### 5.4.1 Performance Measures



- Wesley resources are well maintained
- evidence of proactive program planning and reduced over/underspend
- current funding maintained

## 6. Professional responsibilities

- Other activities to support the delivery of the Wesley Community and Family Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment
- All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality

## 7. Selection criteria

To be successful in this position, candidates must possess the following:

### Essential criteria

- Degree with substantial experience; post graduate qualification, associate diploma with substantial experience or attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level
- Extensive experience in Job Services, and/or Disability Employment Services would be great.
- Sound financial skills and business acumen.
- Experience working in health and/or community case management



- proven team leadership skills including: experience in supervision of staff; monitoring service provision in line with program targets and organisational policy, recruitment, induction and orientation of staff, performance management and team development
- demonstrated ability to engage families at the point of initial service contact, build relationships of trust and cooperation, problem solve and resolve conflict
- extensive child protection knowledge and experience
- high level written and verbal communication skills, with experience developing case summaries and completing child protection reports
- high level ability to liaise, develop and maintain relationships with professional groups including Community Services and other government and non-government stakeholders
- ability to work effectively with Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) organisations and communities
- commitment to continuous improvement and WH&S Principles
- willingness to affirm Wesley Mission's vision, mission and values
- flexibility to work some evenings and occasional Saturdays
- current NSW or National driver's license and working with children's check
- established and maintained local collaborative relationships in health and/or community

**Desirable criteria**

- established and maintained local collaborative relationships in health and/or community



## ATTACHMENT A

### Social and community services employee level 6 - summary

#### Characteristics of the level

- A person employed as a Social and community services employee level 6 will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- General features at this level allow employees the scope to influence the operational activities of the organisation and would require employees to be involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it. Employees at this level will be expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.
- Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the workplace. Employees will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. They may be required to undertake the control and co-ordination of a program, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation.
- Employees may exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities. Positions at this
- level may be identified by: impact of activities undertaken or achievement of stated outcomes or objectives for the workplace; the level of responsibility for decision-making; the exercise of judgment; delegated authority; and the provision of expert advice.
- Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff. Employees will be required to understand and implement effective staff management and personnel practices.

#### Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- undertake significant projects and/or functions involving the use of analytical skills;
- undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;
- exercise managerial control, involving the planning, direction, control and
- evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation;
- undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development;
- negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- provide advice on matters of complexity within the work area and/or specialised area;
- control and co-ordinate a work area or a larger organisation within budgetary constraints;
- exercise autonomy in establishing the operation of the work area;
- provide a consultancy service for a range of activities and/or to a wide range of clients;
- where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:
  - provide support to a range of activities or programs;
  - control and co-ordinate projects;



- contribute to the development of new procedures and methodology;
- provide expert advice and assistance relevant to the work area;
- supervise/manage the operation of a work area and monitor work outcomes;
- supervise on occasions other specialised staff;
- supervise/manage the operation of a discrete element which is part of a larger organisation;
- provide consultancy services for a range of activities.

### Requirements of the position

Some or all of the following are needed to perform work at this level:

#### **Skills, knowledge, experience, qualification and/or training**

- comprehensive knowledge of organisation policies and procedures;
- specialist skills and/or supervision/management abilities exercised within a multi-disciplinary or major single function operation;
- specialist knowledge gained through experience, training or education;
- appreciation of the long term goals of the organisation;
- detailed knowledge of program activities and work practices relevant to the work area;
- knowledge of organisation structures and functions;
- comprehensive knowledge of requirements relevant to the discipline.

#### **Prerequisites**

- degree with substantial experience;
- post graduate qualification;
- associate diploma with substantial experience;
- attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

#### **Organisational relationships**

- works under limited direction from senior employees of the Committee of Management or Board;
- supervision of staff.

#### **Extent of authority**

- exercise a degree of autonomy;
- may manage a work area or medium to large organisation or multi-worksite organisation;
- has significant delegated authority;
- selection of methods and techniques based on sound judgment;
- manage significant projects and/or functions;
- solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters.