



## Position Description

<b>Position Title:</b>	<b>Team Leader, Community Services</b>
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**Location:** 135 Kepler Street Warrnambool

**Pay Rate / Award:** Level 5, Social, Community, Home Care and Disability Services Award 2010

**Reports To:** Manager, Community Services

**Hours of work:** Full-time, 12 month maximum term contract, subject to funding

### **Historical background**

The Gunditjmara Nation starts at the South Australian border then goes to the foothills of the Grampians, to Pirron Yallock and Gellibrand; this covers the coastlines within these areas. There are many tribes within the Gunditjmara Nation; each tribe had their own identity, which was knowing where their boundary lines were on country. These were often recognised by creeks, rivers and small hills.

Gunditjmara people established permanent settlements thousands of years ago, revealing a deep, enduring connection to the land. The Gunditjmara people used the land's natural topography and features to establish permanent settlements and villages along the lava flow near creeks and lakes.

Gunditjmara people gathered food including eels from the rivers and shellfish from the ocean. Places such as Lake Condah, Tower Hill, Budj Bim, Deen Maar and the Framlingham Mission areas all significant cultural sites for Gunditjmara people that tell the story of our ancestor's way of life, culture and history.

### **Organisational background**

Incorporated in 1982, Gunditjmara Aboriginal Cooperative is an Aboriginal Community Controlled Health Organisation (ACCHO) that provides a range of holistic community health and social support programs, principally to the Aboriginal community and other residents in Warrnambool and outlying areas. We work in close partnership with local government and other health service providers including other Aboriginal Community Controlled Organisations in the Western District of Victoria, liaising regularly on the provision of primary health service

and community services.

### **Overview of the position**

The role of Team Leader, Community Services is to provide day to day oversight, leadership, and mentoring to staff working within Community Services. The role reports directly to the Manager, Community Services. The role is responsible for ensuring that funding targets are met across all the programs and the required reporting is completed for each program to the relevant government and funding bodies.

The Community Services programs includes Social, Emotional and Wellbeing, Alcohol and Other Drugs, Regional Family Violence, Koori Strengthening, Aboriginal Tenancies at Risk, and Assertive Outreach Homelessness programs.

The Team Leader, Community Services works alongside other Team Leaders and Managers within the organisation, and fosters wrap around service delivery.

### **Key responsibilities**

- Provide unified leadership with the Manager, Community Services, in delivering high quality, cost effective, efficient and Aboriginal evidence based services that enable clients to meet their specific goals
- Support the Manager, Community Services with developing and leading a productive and cohesive staff team to deliver a range of high quality, strength based services to the community
- Promote a work environment that focuses on cultural safety and cultural respect
- Lead by example and uphold the vision, purpose, and values of the organisation when interacting with staff and undertaking the duties of the role
- Provide leadership and support to team members, ensuring appropriate supervision and mentoring is in place for staff to develop new skills that reflect the identified needs of the Cooperative and the community
- Be familiar with and comply with the desired frameworks, policies and procedures of the organisation and DHHS
- Support staff to record and submit DHHS reporting requirements in a timely manner
- Foster a workplace culture that is transparent and free from bullying and discrimination, and be proactive in addressing workplace bullying and discrimination
- Foster teamwork, innovative approaches, self-reflective practices, accountability, and integrity in day to day work
- Deliver client services with a focus on strengths based and empowerment models which emphasise strength of culture
- Ensure the team program budgets and funded targets are adhered to
- Empower staff with the use of strengths-based leadership approaches
- Support the Manager, Community Services with the tasks as listed in this position description

### **Work Health and Safety**

- Assist the Manager, Community Services with ensuring all staff have completed a workplace orientation, workplace Health and Safety information and training, and all other compulsory training, as required

- Ensure individual and team-work practices contribute to a healthy and safe workplace for all staff in accordance with Gunditjmara's policies and procedures and legislative requirements
- Be knowledgeable about Gunditjmara's Occupational Health and Safety and Equal Employment Opportunity policies and legislation
- Investigate, report and as appropriate, address OH&S hazards, incidents and injuries within area of responsibility

#### **Continuous Quality Improvement and Risk Management**

- Contribute to quality improvement activities, by identifying opportunities for improvement, receiving recommendations from direct reports and acting upon opportunities to improve processes, workplace health and safety, quality and service delivery outcomes
- Have a good knowledge of the Cooperative's incident and complaint investigation policies to ensure feedback drives team improvements and ensure direct reports have received sufficient training and information to ensure compliance
- Be familiar with Gunditjmara's strategic plan and assist in the development of individual staff work plans, ensuring strategies and actions are linked to achieving organisational objectives

#### **Administration**

- Provide support and instruction to direct reports, on Gunditjmara's client databases, internal records systems, and software applications, as required
- Support the Manager, Community Services and the Manager, People and Wellbeing with human resources and staff recruitment activities
- Adhere to the Cooperative's human resource management practices
- Have a good understanding of the Cooperative's strategic plan and assist with driving the implementation of the Team Business Plan across the Community Services' workforce, aligned with individual staff workplans
- Approve purchase requisitions to the authorised limits as per GAC's current processes, and refer larger purchase requisitions to the manager

#### **Communication and teamwork**

- Ensure regular team meetings are held and documented, as required by the Manager, Community Services and ensure team members are kept up to date with necessary information
- Support the Manager, Community Services to identify areas of team professional development and innovative training opportunities
- Provide staff with monthly supervision and annual performance appraisals

#### **Other duties**

- Participate in a six monthly (post-employment) and then annual performance reviews with the Manager, Community Services, and develop a work plan for the next twelve month period
- Participate in and attend Gunditjmara organisational meetings as directed by the Manager, Community Services
- Be accountable for the effective and efficient achievement of the key responsibilities of the position

- Be familiar with and abide by the Gunditjmara policies and procedures including Occupational Health and Safety, the Code of Conduct and Child Safety policies
- Participate in the Continuous Quality Improvement and Risk Management programs, and promote compliance with legislation and Gunditjmara policies
- Participate in Gunditjmara Aboriginal cultural awareness training
- Assist with and support internal and external audit processes
- Contribute to monthly newsletter as required
- Provide regular reports on the activities and outcomes of work undertaken, including internal reporting requirements
- Undertake professional development to increase skills and knowledge
- Other relevant duties within the scope of this role, as directed by the Manager, Community Services

### **Essential skills, knowledge, qualifications and experience**

- Understanding and commitment to Victorian Aboriginal culture and the concept and practice of Aboriginal Community Controlled Health Services
- Ability to work with Aboriginal organisations, communities and individuals in culturally appropriate ways
- Demonstrated strong and effective leadership skills with a proven ability to mentor and support staff and provide feedback and performance management
- Well-developed written communication skills and intermediate level computer skills using Microsoft Word, Excel, Outlook etc.
- Time management skills, including ability to prioritise, manage multiple tasks, work to deadlines, manage interruptions and adapt to changing priorities
- Extensive case management experience, practice frameworks and models relevant to working with vulnerable families
- Knowledge of services and interventions in the Family Violence and Alcohol and Other Drugs sectors
- Competency in providing supervision to a diverse staff team
- Possession of a minimum diploma level qualification in Community Services or other relevant qualification
- Ability to lead change management

### **Desired characteristics**

- Previous clinical experience in Alcohol and Other Drugs and Mental Health is highly regarded
- Display trust, confidentiality, cultural and mutual respect
- Have courage to initiate essential change
- Be positive and supportive of others
- Embrace and lead innovative practices
- Be a champion for change for cultural safety and cultural respect
- Have a high level of emotional intelligence to guide personal thinking and behaviour and conflict resolution

### **Child Safety**

Gunditjmara is a Child Safe Organisation and is committed to the safety of children and protecting children from abuse. Pre-employment checks include:

- undergo and attain a satisfactory police check
- be in possession of a current Victorian Working With Children Check card
- be able to attain two satisfactory employment references that attest to your suitability to work with Aboriginal and non-Aboriginal children

### **Other position related information**

- A current Victorian Drivers Licence is required

### **Guidelines for Submitting Applications**

Application deadline is Sunday 13<sup>th</sup> September 2020. Specific queries about the position should be directed to Les Miller, Manager, Community Services, 03 5559 1234. Queries and applications to Elizabeth Pinson, People and Wellbeing Officer, 0467 777 396. Applications must include your **resume, 2 references, a covering letter and how you meet the knowledge, skills and aptitude required of the position** (see above).