

Position description

Title	Team Leader - Support & Safety Hub
Reports to	Coordinator, Family Violence Services
Classification & Salary	SCHCADS Level 7 (plus super and salary packaging)
Employment Status	2x Part time 0.8 FTE , Ongoing
Primary Location	Mornington Peninsula
Date	December 2020

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Team Leader - Support and Safety Hub will provide day-to-day operational management and leadership to Hub Practitioners within the Bayside Peninsula Support and Safety Hub, supporting the delivery of a high quality intake, assessment, crisis response, planning and referral service to women and children who have experienced family violence, vulnerable children and families, and perpetrators of family violence.

This multidisciplinary role will see the Team Leader's family violence, integrated family services and people leadership knowledge and skills to oversee the delivery of high quality, coordinated services and outcomes to vulnerable families and children consistent with the Integrated Practice Framework and DHHS service agreements.

In collaboration with other hub team leaders, practice leaders and partner organisations, The Team Leader - Support and Safety Hub will contribute to the review, development and implementation of systems, policies and procedures to build and enhance the Hub service model.

Key Responsibilities

- In collaboration with other team leaders and partners, contribute to the development and implementation of a trauma informed, quality, integrated hub service for vulnerable women, children and families, including those who have experienced family violence
- Contribute to the provision of effective service responses to perpetrators of family violence in order to hold them accountable for their actions and change their behaviour
- Provide leadership, guidance and oversight to the hub team, including management of performance
- Provide day-to-day support and supervision of hub practitioners
- Develop staff rosters and management of workloads
- Comply with agency, funding and legislative requirements for information sharing, case recording and reporting
- Contribute to development of team and program plans, in collaboration with other hub Team Leaders, practice leaders and partner organisations
- Contribute to ongoing improvement and development of the hub model
- Develop collaborative relationships with partner organisations and the broader sector
- Demonstrate behaviour consistent with GSA NZ mission, values, behaviours and policies at all times
- Maintain OH&S standards at all times
- Demonstrate commitment to own learning and development, including active participation in supervision and training

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
 - Maintain accurate data, information and reporting at all times
 - Maintain agreed service level agreements
 - Provide timely reporting in line with department requirements
 - Other duties as reasonably required
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Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Leadership

- Interface management – manage relationships between team members and from the team itself to other teams or key stakeholders
- Active Listening– concentrate on, understand and appropriately respond, to what is being said
- Communication – effectively adapt communication modes and styles to different audiences and mediums
- Team Relationships – recognise, value and optimise the individual skills and abilities of each team member
- Problem Solving and counselling – work with others effectively to solve problems and develop capability
- Participative decision making – maintain clients at the centre of decision making and involve others for ownership and commitment
- Team development – development of strategies to address gaps and optimise team function
- Delegation – team members are developed to competently manage delegated tasks
- Objective setting – development of team and individual goals consistent with strategic and operational plan
- Quality Standards – commitment to quality standards, processes and continuous improvement
- Work allocation – allocates tasks and accountability to balance and optimise team outcomes

Qualifications and Mandatory Requirements

- Experience working with diverse groups and cultures
- Experience working in a leadership role within the family violence, family services, child protection or related context
- Experience leading a dynamic team through a process of change management
- Appropriate degree level qualification in Social Work, Psychology, or equivalent is essential
- Demonstrated leadership capacity
- Relevant experience working in the family violence sector

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Key Selection Criteria

1. Ability to manage competing demands in an environment of innovation and change
 2. Ability to assess, respond to and develop strategies to mitigate risk from a client, staff and organisational perspective
 3. Ability to lead a multi-disciplinary multi-agency team of hub practitioners recognizing individual strengths, needs and areas for development
 4. Work effectively with partner organisations, internal and external stakeholders
 5. Ability to develop and implement systems to ensure timely and accurate data collection and reporting
 6. Demonstrated ability to apply performance management processes to achieve positive outcomes
 7. Demonstrated ability to provide high quality, strength based, reflective supervision to staff
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Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.