



everyone's family

POSITION DESCRIPTION

General Information:	
Position Title:	Team Leader, Learning For Life
Incumbent:	
Function & Team/Program:	State and Territory Operations
Location(s):	Various
Manager's Position Title:	Regional Programs Manager
Manager's Name:	
Date Prepared:	Updated April 2017
Prepared By:	Regional Programs Manager
Approved By:	Head of State and Territory Operations

Primary Purpose of this Position <i>(In one sentence - why does the role exist?)</i>
To provide leadership and support to a geographically dispersed team responsible for the implementation of <i>Learning for Life</i> programs in accordance with practice guidelines, program fidelity requirements and internal processes, within their communities of responsibility.

Scope: As required	
Direct Reports to this Position By Position Title 1. Family Partnership Coordinators 2. Programs Coordinators	Indirect Reports Total Number 1. Volunteers (if applicable) 2.
Financial Dimensions controlled by this Position <i>(Include key financial metrics such as revenue growth, income & expense budget, etc)</i>	
Direct control e.g. Revenue, Operating expenditure, Capital expenditure, etc <ul style="list-style-type: none"> Operating expenditure relating to program implementation and delivery as outlined in local budgets. 	Indirect control <ul style="list-style-type: none"> expenditure as it relates to <i>Learning for Life</i> sites Ensuring funded programs are acquitted as obligated
Other Dimensions of this Position	
<p>This position will provide leadership to their team through pro-active and vigorous oversight of their implementation activities aligned to state developed plans. The role provides clarity of expectations and inspires a sense of purpose and direction within the team. This position will role model the organisational values, our required effective practice approaches and will establish a guiding and mentoring framework to develop team capability to support and drive growth.</p> <p>This position supports team members across a set geography and will require strong communication skills to bridge the geographical dispersion across their team and with other key stakeholders.</p>	

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Setting Priorities <i>(how is work prioritised)</i>	
How often does team member prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Weekly, Monthly, Annually
How often does team member determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Weekly, Monthly, Annually

Key Relationships <i>(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)</i>	
Internal	<ul style="list-style-type: none"> • Regional Programs Manager • Direct team members • General Manager • National Team Leader group • Practice Development Manager • National and Program Managers (as required) • Volunteering Team • Business Information Services (BIS) Team • People & Culture Team
External	<ul style="list-style-type: none"> • Partner Schools (if applicable) • Community Partners • Volunteers

Key Decision Making in this Role: <i>(What are the key decisions and recommendations made in this role?)</i>
Decisions Expected <ul style="list-style-type: none"> • Prioritisation of own workload and those of direct reports • Recruitment of new team members (joint decision with the Regional Programs Manager)
Recommendations Expected <ul style="list-style-type: none"> • Feedback to maximise effectiveness of The Smith Family program delivery linked to a continuous improvement approach to program delivery. • Program planning with state and territory operations teams to support optimum delivery.

Key Responsibilities / Accountabilities:	
Major Area: People Management	% of Job: 50%
In consultation with Regional Programs Manager effectively recruit and induct new team members	
Manage performance by having regular one on one and team meetings; clearly outline areas of accountability/expectations for team members, giving and receiving feedback; acknowledging achievements and conducting formal and informal performance and development reviews and planning discussions	
Develop team members' capability to perform current and future role/s at The Smith Family	
Maintain a safe workplace by ensuring adherence to work, health and safety policies and procedures and relevant legislation	
Provide regular two-way feedback and communication between your team members and Regional Programs Manager	
Ensure compliance with all relevant organisational policies and procedures	
Major Area: Program Implementation	% of Job: 40%
Support the team to implement programs in accordance with guidelines, agreed processes and targets	

Be accountable for the targets linked to your team. Take steps to support the team to meet targets across all program areas.	
Ensure the team understands and applies The Smith Family outcomes framework and requirements that support program fidelity	
Develop and lead a team that provides effective program delivery through accurate and timely information and resolution of issues as they arise, or escalating where appropriate	
Providing clear and relevant updates, direction and support to staff across different levels and functional teams	
Ensure accurate and timely data collection	
Participate in relevant practice development and process improvement teams as required	
Major Area: Stakeholder Management	% of Job: 10%
Working with your team, develop and maintain strong working relationships with partner schools and relevant community agencies	
Develop and maintain strong internal relationships within the organisation	
Promote and position The Smith Family and inform the community about organisational activities through the media, and relevant forums.	

Key Challenges in Achieving Goal(s): <i>(What are the key challenges faced by this role in meeting goals/objectives?)</i>
<ul style="list-style-type: none"> • Supporting team members that are geographically dispersed • Working within an environment of incremental growth • Managing multiple competing priorities • Taking a flexible and creative approach whilst working within resource constraints • Increasing program participation of scholarship students • Identifying appropriate media and TSF profiling opportunities

Qualifications, Experience and Competencies: <i>(What background, knowledge, experience or competencies are required to perform the role at the expected level?)</i>		
Education / Qualifications / Memberships:	Essential	Desirable
	<ul style="list-style-type: none"> • Relevant tertiary qualifications or equivalent experience 	
Experience:	Essential	Desirable
	<ul style="list-style-type: none"> • Demonstrated experience in leading a team • Demonstrated experience working with diverse stakeholder groups • Demonstrated experience in supporting quality program implementation • Proven experience in establishing and maintaining relevant partnerships 	<ul style="list-style-type: none"> • Demonstrated experience working within a matrix management framework • Understanding of the education sector • Experience in monitoring budgets
Competencies:	Essential	Desirable
	<ul style="list-style-type: none"> • Leadership skills • Strong Interpersonal skills 	<ul style="list-style-type: none"> • Financial Management

	<ul style="list-style-type: none"> • Effective communication skills across multi-modes • Influence and negotiation skills • Able to lead discussions and work with the wider State/Territory and National team members • Presentation and facilitation skills • Capability to work independently to achieve identified goals within time constraints • Excellent organisational, administrative and time management skills • Strong skills related to computer literacy. In particular, a high degree of Excel competency and experience using a database/CRM tool • Holds a current driver's licence 	<ul style="list-style-type: none"> • Appreciation of broader team as customers with an expectation around service
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