

## Position description

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<b>Title</b>	Team Leader- Safety & Resilience NSW
<b>Reports to</b>	Program Manager, Specialist Sexual Assault, Family & Youth Services
<b>Classification &amp; Salary</b>	SCHCADS Level 7.1 (plus super and salary packaging)
<b>Employment Status</b>	Full Time
<b>Primary Location</b>	St Peters
<b>Date</b>	June 2021

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### **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.

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### **Role Purpose**

The Team Leader – Safety & Resilience NSW supports the leadership of a multidisciplinary team of practitioners at our Marrickville location in Sydney. The team currently includes adolescent and family counselling, sexual assault counselling, case management and a young parents' program. This role will see the Team Leader's experience and understanding of people leadership, quality, innovation and service improvement employed to ensure the delivery of evidence informed services with measurable client outcomes. The Team Leader is responsible for assisting in the day-to-day operations, supervision, reporting in line with service agreements and organisational expectation, and will assist to develop and lead a highly competent, engaged and professional team.

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### **Key Responsibilities**

- Manage the NSW Safety & Resilience team to deliver against agreed goals, strategies and operational outcomes consistent with Good Shepherd's mission, service strategic plan and relevant partner and funding agreements.
- Provide high quality leadership and coordination to the NSW Safety & Resilience team through the promotion of open communication, teamwork and delegation.
- Support the Program Manager with effective recruitment and selection processes for new employees, including induction, probationary reviews and continued performance management.
- Provide appropriate and effective supervision and learning and development opportunities that enable employees to further develop their skills.

- Ensure oversight of service delivery and achievement of service delivery targets in line with funding and partner agreements.
- Ensure quality outcomes for clients, measured by robust outcome reporting and quality supervision.
- Assist with management of service delivery contracts and partnership agreements.
- Work closely with the Program Manager to ensure best practice services, identify growth and development opportunities, and delivery of new services.
- Ensure accurate and timely reporting.
- Ensure employees understand and implement Good Shepherd policies and procedures.
- In collaboration with the Corporate Services team, manage operational risk including compliance, OH&S and quality.
- Contribute to the development and maintenance of effective corporate, government, non-government and community-based partnerships, and stakeholder relationships that enhance service delivery.
- Manage, monitor and deliver all services within agreed budget.
- Other duties consistent with the position where required and/or requested by the Manager.

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## **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 Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **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
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## Qualifications and Mandatory Requirements

Employment is subject to:

- Formal qualifications in Social Work, Counselling, Psychology, or related discipline
- A satisfactory Police Check
- A current Working with Children's Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- Current NSW Drivers License

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

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## Key Selection Criteria

1. Demonstrated staff management experience including practice supervision, recruitment, and managing individual key performance indicators.
  2. Ability to plan, prioritise and influence individual and team performance to achieve business outcomes and targets.
  3. Demonstrated experience in the delivery of therapeutic intervention to survivors of sexual assault & trauma, adolescents, and their families, as well as casework interventions.
  4. Demonstrated ability to assess and respond to risk from a client, employee, and organisational perspective.
  5. Demonstrated experience of managing service delivery targets in line with funding and partner agreements.
  6. Excellent written, organisational, interpersonal and communication skills.
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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

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## Additional information

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

**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.

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