

## POSITION DESCRIPTION

<b>Title:</b>	Service Leader	<b>Level of work/ Grade:</b>	Level 6
<b>Business Unit or Function:</b>	Family & Disability Services	<b>Facility/ Cluster/ Region:</b>	Greater Brisbane
<b>Department / Service / Program:</b>	StandBy Support after Suicide – Western Queensland	<b>Reporting to:</b>	Regional Manager
<b>Direct Reports:</b>	StandBy Support Casual Response Workers	<b>Indirect Reports:</b>	N/A
<b>Delegation:</b>	Tier 5	<b>ANZSCO Code:</b>	N/A

### OUR ORGANISATION

UnitingCare provides health and community services to thousands of people every day of the year through its services in Health, Aged Care and Community Services, Family and Disability Services, Retirement Living and Retail. These services encompass 8 major brands including UnitingCare, Blue Care, The Wesley Hospital, St Andrews, Buderim Private and St Stephens Hospitals, Lifeline and ARRCs (Australian Regional and Remote Community Services).

### OUR VALUES

UnitingCare acknowledges that people are informed by a variety of belief systems. As an organisation we are called to support people to 'live life in all its fullness' (John 10:10) strengthened by our shared values and guided by our mission framework. It is a requirement of all employees to express these shared values through their actions, behaviours, practices and outcomes:

**Compassion:** Through our understanding and empathy for others we bring holistic care, hope and inspiration

**Respect:** We accept and honour diversity, uniqueness and the contribution of others

**Justice:** We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society

**Working Together:** We value and appreciate the richness of individual contributions, partnerships and teamwork

**Leading through Learning:** Our culture encourages innovation and supports learning

UnitingCare is a partnering organisation for StandBy Support after Suicide. StandBy Support after Suicide values drive decision making and are integral to who we are and what we do. StandBy is underpinned by the three-step philosophy which is an adaption of the work of Associate Professor Judith Murray:

- Respect
- Understanding
- Support for the health and wellbeing of those impacted or bereaved by suicide

### POSITION PURPOSE

The purpose of this position is to manage the day to day operations of the service and provide professional leadership to employees with emphasis on delivery of high quality, best practice service delivery.

The Service Leader is responsible for coordination of the StandBy Service across the Western Queensland StandBy Primary Health Network region.

This includes coordinating, overseeing and delivering support for people bereaved or impacted by suicide, community engagement, education and training, as well as leading the StandBy team.

This role is required to work cooperatively across UnitingCare (UC) programs to derive maximum benefit for people accessing services.

This position requires travel from time to time.

<b>KEY ACCOUNTABILITIES</b>	
	<ul style="list-style-type: none"> <li>• Lead and manage all aspects of the Service to ensure that goals and objectives are met as identified in the Service Agreement and within prescribed time frames and parameters, including:               <ul style="list-style-type: none"> <li>○ Ensuring quality delivery of the StandBy program in line with the StandBy Model.</li> <li>○ Ensuring notifications and support requests are responded to sensitively and in accordance with the StandBy Model.</li> <li>○ Work closely with the StandBy National Partnership Coordinator and other members of the StandBy National team for program oversight, guidance and support.</li> <li>○ Champion the voice of 'Lived Experience'.</li> <li>○ Ensuring compliance with overall service provision requirements including evaluation, reporting and other performance measures for the program.</li> </ul> </li> <li>• Work within relevant practice and quality frameworks and risk management plans and identify and inform management of current or potential risks that may impact on service delivery, the operations of the organisation and in particular, the safety of clients and employees.</li> <li>• Provide professional leadership to Service delivery employees through participative supervision, professional development and performance management with service excellence for our clients as a continued priority.</li> <li>• Positively represent the activities of UnitingCare Family and Disability Services and assist in the development and maintenance of sound working relationships with relevant statutory, government and community agencies to facilitate positive outcomes for clients.</li> <li>• Assist in the implementation and monitoring of the Service's budget and Client Information Systems and provide accurate and timely internal and external reports on key indicators as required and outlined in the service agreement.</li> <li>• Provide oversight for, contribute to and maintain accurate and quality record keeping utilising UC record management systems in line with policy and procedures.</li> <li>• Contribute to the maximisation of synergies across UC as a single integrated organisation to improve service delivery and business performance, and to promote the Church's work in health and community services in the broader community</li> </ul>
<b>Leader of Others</b>	<ul style="list-style-type: none"> <li>• Foster a values-driven, safe employment environment that attracts, engages and retains skilled employees and volunteers</li> <li>• Set objectives and prioritise tasks, ensuring objectives are tied to overall business strategy</li> <li>• Delegate and follow up in a motivating way, achieving results through others</li> <li>• Coach and develop direct reports daily, ensuring development goals are linked to business objectives and improved performance</li> <li>• Assess and improve performance through performance appraisals, development talks, feedback and learning.</li> <li>• Select team members and build the team, optimising performance through addressing poor performance and establishing strong team engagement</li> </ul>

	Undertake other duties as required/directed as service needs change or grow, consistent with the above and within the scope of the position and any other legal or industrial obligations.
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## QUALIFICATIONS/LICENCES, KNOWLEDGE AND EXPERIENCE

### QUALIFICATIONS/LICENCES

#### Essential

- Tertiary qualifications in a relevant field including psychology, counselling, mental health, social work, or community development.
- Demonstrated ability, exceptional skills, knowledge and outcomes attained through previous positions with a combination of experience, expertise and competence sufficient to perform the duties required of this position.
- Applied Suicide Intervention Skills Training (ASIST) is desirable (however preferred applicant will be supported to obtain upon recruitment).
- Knowledge of relevant legislation, policy and licensing requirements associated with the service.
- Demonstrated experience in leading a team to achieve service performance outcomes together with an ability to provide quality supervision and training.
- Thorough understanding of program management principles and techniques.
- Demonstrated ability to work collaboratively with internal and external stakeholders.
- Demonstrated ability to develop and maintain effective systems, procedures and processes within prescribed policies and guidelines.
- Hold a current 'C' class Queensland driver licence.
- Positive Blue Card.
- Reside within the StandBy region PHN area.

#### Desirable

- Experience in a service delivery management role
- Demonstrated ability to work in ways that are innovative, inclusive and culturally appropriate for Aboriginal and Torres Strait Islander and culturally and linguistically diverse groups.
- Demonstrated commitment to personal/professional growth by keeping abreast of relevant social issues and trends.

### KNOWLEDGE AND EXPERIENCE

#### Essential

- Demonstrated skills and sound knowledge gained through substantial experience working with individuals, children, families and community bereaved through suicide and/or dealing with severe personal trauma.
- An understanding of the impact of suicide on individuals, groups and communities, and/or related disciplines such as trauma, grief and loss with demonstrated evidence of sector engagement, community development and partnerships.
- Demonstrated knowledge and skills in, and a proactive approach to community development practice; including knowledge of local community infrastructure and accessing networks to undertake collaborative activities and manage community-based projects including planning and evaluation.
- An understanding of, and commitment to, the principles of social justice, equity and access.
- Knowledge of risk management principles including the ability to identify areas of current or potential risk, particularly in relation to ensuring the safety of clients and employees.
- Highly developed interpersonal and communication frameworks and practices, that are congruent with a strengths approach and demonstrate professional integrity, with respect to such matters as confidentiality and client interests.

**Specialised Requirements:**

<b>Crisis Services and Community Recovery</b>	<i>Statewide suicide prevention and response:</i> <ul style="list-style-type: none"> <li>• Sound level of professional knowledge in counselling related fields including mental health and wellbeing, suicide, grief or loss.</li> <li>• Knowledge of trauma response, critical incident debriefing and community development</li> </ul>
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*UnitingCare is committed to ‘Closing the Gap’ in life expectancy and opportunities for Aboriginal and Torres Strait Islander People and all executives are expected to support UnitingCare’s contribution to Reconciliation.*

*UnitingCare is committed to being a Child Safe, Child Friendly organisation and will:*

- *Provide welcoming safe and nurturing services for children*
- *Implement measures to prevent child abuse and neglect within our services*
- *Appropriately and immediately address child abuse and neglect if it does occur.*

<b>BEHAVIOURAL CAPABILITIES</b>
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**Customer\* Focus**

*Sees the world through the eyes of our customers and communities, ensuring they are at the centre of everything we do.*

*\*‘Customer’ refers to clients, patients, residents, families, VMPs, government bodies and all other persons accessing or interacting with our services*

**Achieves Objectives**

*Delivers quality outcomes, ensuring decisions are based on evidence and resources are used sustainably.*

**Collaborative Partnerships**

*Builds strong internal and external collaborative partnerships.*

**Innovation**

*Champions the development and implementation of innovative solutions.*

**Change Agility**

*Leads self and others through change, managing ambiguity and personal growth to deliver sustainable outcomes.*

**ADDITIONAL CAPABILITIES FOR PEOPLE LEADERS**
**Engages & Motivates Others**

*Creates an environment where people feel valued and are motivated to do their best.*

**Drives Results**

*Drives accountability of others by setting clear expectations and monitoring performance in alignment with organisational objectives.*

**Coaches & Develops**

*Leads and develops others through coaching, feedback and regular connections.*

<b>Scope Variants</b>			
<b>Enterprise Agreement Professionals &amp; Administrative</b>	<b>Reference level PA5.1 – 5.3</b>	<b>Reference level PA6.1 – 6.3</b> *graduates required to perform duties relevant to their qualifications will atomically commence at 6.2	<b>Reference level PA7.1 – 7.3</b>
<b>Child Care Award</b>		CS6.1 – 6.3	
<b>Operating Budget</b>	Typically < 200k	Typically AUD 300k-700k	Typically > AUD 900k
<b>Team size</b>	Typically 4 FTE	Typically 6 FTE	Typically 7 or more FTE
<b>Number of Services</b>	1	Typically 2 – 3	Typically above 3
<b>Additional variants:</b>	<ul style="list-style-type: none"> <li>• Works under general direction from Senior Management</li> <li>• Involved in establishing programs, procedures and preparation of budgets for a particular service area</li> <li>• Controls projects/programs and sets objectives</li> <li>• Sets priorities, organises and supervises work for direct reports</li> <li>• Relevant tertiary qualification or relevant experience to an equivalent standard</li> <li>• Good knowledge of statutory requirements related to the service line.</li> </ul>	<ul style="list-style-type: none"> <li>• Works under limited direction from Senior Management</li> <li>• Manage a large program or multiple programs/ services</li> <li>• Accountable for the decision making for program /s</li> <li>• Significant delegated authority</li> <li>• Provides consultation, advice and assistance relevant to service area</li> <li>• Sets outcomes for service area in line with UCC objectives and goals</li> <li>• Controls, manages and co-ordinates program/project delivery</li> <li>• Leads Service Delivery team</li> <li>• Relevant tertiary qualification with substantial experience in field of expertise</li> <li>• High interpersonal skills required to resolve organisational issues, negotiate contracts and motivate employee</li> </ul>	<ul style="list-style-type: none"> <li>• Works under limited direction from Senior Management</li> <li>• Manages multiple large programs/services</li> <li>• Involved in the development and implementation of program, procedures and work practices</li> <li>• Significant delegated authority</li> <li>• Accountable for the decision making and undertaking control and co-ordination of a large program/project or work initiative</li> <li>• Leads Service Delivery team</li> <li>• Establish work outcomes, prepares budget submissions and negotiates matters on behalf of UCC</li> <li>• Reviews operations, determines effectiveness and provides recommendations for improvement</li> <li>• Post Graduate Qualification or equivalent experience in field of expertise</li> <li>• High level of discipline knowledge</li> </ul>