

Position Description

Position Title:	Youth Rezolutions Team Leader
Service:	Youth Rezolutions
Reports to:	Saints Care EO
Classification:	Social, Community, Home Care and Disability Services Industry Modern Award 2010 (SCHADS).
Location:	Western Sydney
Status and Hours:	Fulltime; 38hours per week
Pay and Allowances:	SCHADS Level 6

Special Conditions of Employment:

All employees will need a verified NSW Working with Children's Check Clearance and National Criminal History Check before any offer of employment.
 Employee will need their own vehicle with current comprehensive insurance.

Purpose

This role will support the EO to lead operational requirements across Saints Cares Youth Rezolutions Services in order to improve wellbeing and safety of children, young people and families in the community. The YR Team Leader will contribute towards the development and implementation of operational plans, program logics and will ensure quality practice and outcomes for clients.

This role will lead a team of staff to deliver evidence-based and trauma informed services to young people at risk of or experiencing homelessness. This role will carry a small caseload of clients and deliver groupwork programs and outreach. The Youth Rezolutions services aim to decrease homelessness and increase living skills, resilience, education and training and overall wellbeing of young people 16 to 25 years of age.

Key Tasks and Responsibilities

- Promote a 'risk-aware' culture where staff proactively identify, report and address all forms of risk to clients, staff and Saints Care Ltd.
- Provide an environment that is safe for children and vulnerable adults, free from harm and promoting staff commitment to safeguarding.
- Support the EO to ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting, child protection, safeguarding and WHS are met.
- Ensure safety standards are maintained for self and others and all hazards and incidents are reported within appropriate timeframes.
- Contribute towards change within the organisation and your team, utilising a solution focused model solve issues and generate new ideas improving team culture

Document Type:	Human Resources	Department	Saints Care	Document ID	00010
Date of Last Review:	9/1/2023	Due for Review:		9/1/2026	

- Support the EO to ensure relevant standards and programs are upheld and meet contract compliance
- Maintain and promotes quality service by enforcing quality and client service standards, analysing and resolving minor complaints and recommend program or system improvements
- Directly supervisors Youth Rezolutions staff to deliver quality and trauma informed service provision. Deliver supervision to staff from a collaborative approach.
- Works closely with the EO to reach organisation strategic goals
- Implement and adhere to Youth Services administrative and practice principles including outcomes reporting.
- Work within complex youth presentations and staff with intervention development.
- Deliver aspects of service delivery such as casework, group work or outreach to young people.
- Build and maintain professional relationships with various other external stakeholders (NGO's, Schools, DCJ etc)
- Commitment to working respectfully with Aboriginal and Torres Strait Islander and Culturally and Linguistically diverse clients, communities and staff;
- Other suitable duties as required from time to time to support the service within skill set, knowledge and scope of the role.

Key Competencies (Selection Criteria)

Essential requirements:

- Tertiary qualifications in a Social Work, Psychology, Welfare or related areas (Degree qualification as a minimum is highly desired)
- Significant experience or extensive knowledge in all areas in Child Protection and working with families
- Experience delivering case management with young people from complex backgrounds
- Experience delivering groupwork programs
- 2-3 years or more experience in the managing staff/teams, with a strong ability to build effective engaged teams with a positive work culture
- Demonstrated networking and advocacy skills with both internal and external stakeholders
- Demonstrated experience in contributing to business acumen, including budgeting
- Experience in working from a trauma informed approach and supporting staff and volunteers to do the same
- Extensive knowledge in child and youth development, homelessness, safety planning and youth mental health
- Experience and understanding of the culture and strengths-based practices
- Experience in delivering supervision to staff and volunteers
- Experience in managing crisis situations with a risk-adverse approach

Desirable requirements:

- Knowledge and experience in the specialist homelessness services sector
- Trained facilitator in evidence-based youth group programs
- Completed Leadership and Management training

Document Type:	Human Resources	Department	Saints Care	Document ID	00010
Date of Last Review:	9/1/2023		Due for Review:	9/1/2026	

Other Mandatory Requirements:

- National Criminal History Check
- Working with Children's Check
- Current NSW Driver's Licence
- Access to a comprehensively insured vehicle

About the Organisation

Saints Care Ltd is the benevolent arm of Community of Christ churches. Saints Care is a non-for-profit organisation that supports the community through youth homelessness services and food relief programs. Saints Care is an all-inclusive organisation that supports clients, employees and volunteers from all backgrounds, beliefs and identities.

Values

Vision:

We dream of and work for a world that is just and peaceful; where people live in healthy relationships and strong communities, feel wholeness and find meaning

Mission:

To facilitate initiatives that bring hope, justice and peace to the vulnerable.

Background

Saints Care is the benevolent/social arm to Community of Christ (CofC) and has had a presence in New South Wales since 1997. Saints Care supports the CofC's objectives through organised compassionate ministries and justice action.

Saints Care employees do not need to be a part of CofC however they are expected to be respectful of CofC's mission, purpose, and values. CofC values include: Unity in diversity, Respect for the worth of all persons, Generosity in responsiveness, Safety, and Quality of service.

Organisational Requirements

Leadership:

- Ensure that you work in a manner consistent with the values, vision, and mission of the organisation and lead by example.
- Applies effective leadership practices and approaches to develop and grow the team
- Receives positive feedback from CEO and the team regarding leadership style, sharing of knowledge and results.
- Provide advice and work collaboratively with both internal and external stakeholders.
- Be honest, approachable, and responsive to the resolution of issues.
- Provide leadership in a transparent approach
- Promote and represent Saints Care at local community agencies, forums, network meetings and community events.

Document Type:	Human Resources	Department	Saints Care	Document ID	00010
Date of Last Review:	9/1/2023		Due for Review:	9/1/2026	

- Assists less experienced professionals to achieve good performance outcomes and provides support, guidance and objectives, and learning and development to these roles
- Develops and shares good practice within the team
- Continuously leading the service through growth in order to meet community needs

Human Resources:

- Lead and implement regular staff meetings, work meetings and planning days.
- Deliver annual staff performance reviews to ensure that duties detailed in this position description are performed.
- Participate in your own performance review with CEO
- Participate in internal and/or external training and development as approved by the CEO.
- Review and monitor training and development needs for the team
- Keep up to date with emails, telephone, and other organisations communication processes.
- Complete staff timesheet, vehicle travel logs, leave and other forms for approval in a timely manner.
- Lead and contribute to the organisational and program planning as required.
- Comply with Workplace Health and Safety and risk management policies and procedures and ensure the service is working in align with the organisations policies and procedures.

Networks, Partnerships and Integrations:

- Liaise with appropriate service providers and initiative contact with new networks
- Establish cooperative and productive relationships by understanding and responding to the needs of others.
- Maintain a network of contacts that can provide information, assistance, and access to other relevant services.
- Develop key strategic relationships.
- Collaborate with other organisational programs to achieve program and organisational goals.
- Has action plans and mechanisms in place for engaging with the community, monitoring progress and making sound decisions.
- Liaise with appropriate service providers on behalf of clients and the organisation
- Establishes and participates in community events.
- Shares knowledge and connects with the broader team.

Problem Solving:

- Defines extent of problem areas and develops solutions.
- Effectively identifies and evaluates alternative solutions.
- Makes decisions consistent with skills and experience.
- Support staff to make informed and appropriate solutions to problems
- Make decisions in line with the organisational policies and procedures
- Exercise appropriate interventions within the area of child welfare and child protection, making sound and thorough assessments regarding the health and welfare of young parents and their dependent children.

Document Type:	Human Resources	Department	Saints Care	Document ID	00010
Date of Last Review:	9/1/2023		Due for Review:	9/1/2026	

- Able to monitor, understand and regulate personal responses to others and to be able to build and maintain respectful professional relationships with stakeholders at various levels.
- Makes recommendations and decisions utilising relevant professional knowledge.
- Incorporates knowledge of the business and sector when judging situations and making decisions.

Quality and Planning:

- Participate and lead organisational review and planning activities as required.
- Undertake risk assessment in planning support work activities and recommend corrective action to support the achievement of quality outcomes for the program.
- Ensure mechanisms are in place to monitor staff in following risk assessment protocols and policies and procedures
- Meet all data reporting requirements in an accurate and timely manner, including recording all interactions in accordance with the program policies and procedures.
- Work within the organisations outcome measurement framework and processes
- Creatively improves procedures and policies to increase quality of service delivery.

Communication:

- Demonstrates effective communication with clients, team members and executive staff to achieve objectives.
- Establishes credibility as a senior professional within and beyond the team
- Actively maintains contacts internal and external to the organisation to maintain efficient communication.
- Effectively negotiates desired outcomes.
- Persuasively presents facts and knowledge.
- Ensures processes and protocols are followed and work is appropriately handled.
- Collaborates with other teams. Uses a broad network of contacts to resolve work issues. Undertakes negotiations with internal and external people using established precedents.
- Has flexible and adaptable communication techniques that build collaborative, positive engaging relationships and meet required outcomes. Uses influencing skills.

Personal Accountability:

- A strong understanding of the intent and framework of compliance legislation, quality standards, policies & procedures relevant to the role.
- A strong understanding of requirements for safe and healthy working, adheres to them, and makes a positive contribution to the organisation work environment.
- Promotes the need to appropriately use financial and other resources.
- Markets and promotes organisation service offerings and organisation brand.

Professional Practice:

- Considers day-to-day issues and problems and makes judgements based on in-depth professional experience and knowledge in the application of: Research; youth/family professional practice standards and safe practices.
- Issues beyond experience are escalated to the appropriate professional
- Outcomes reflect knowledge and practice experience across the full range of standard methodologies and tools.
- Appropriate focus on developing alternative methodologies and tools.

Document Type:	Human Resources	Department	Saints Care	Document ID	00010
Date of Last Review:	9/1/2023		Due for Review:	9/1/2026	

- Understands and applies a trauma informed, strengths based and client-centred approach to practice. Also ensure staffs gain the training needed to follow this avenue of practice.

Safeguarding Children:

- Participate and complete necessary child safeguarding training. Ensures there are mechanisms in place to monitor staff completing training.
- Adhere and promote organisational child safeguarding policies and procedures
- Ensure all programs and services are delivered in a way that adheres to the organisational safeguarding policies and procedures
- Follow child protection standards
- Report any risks / needs / suggestions through the appropriate avenues to ensure our organisation upholds child safety and addresses needs in a promptly manner.
- Comply with working with children clearances and continue reviews when needed.

Acknowledgment

I certify that I have read, understood and accept the duties, responsibilities and obligations of this position.

Employee Signature:		Date	
EO Signature:		Date	

This position description may be reviewed and /or amended in consultation with Saints Care Ltd Executive

Document Type:	Human Resources	Department	Saints Care	Document ID	00010
Date of Last Review:	9/1/2023		Due for Review:	9/1/2026	