



position description

Job Title:	Team Leader
Position ID:	6677
Location:	Yuganbeh and Jaggera (or Jaggera) Nations Kingston
Division/Programme:	Client Services/National Employment Services
Immediate Manager:	Business Manager- Kingston
Direct Reports:	Job Placement Coach/es Youth Guide/s

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

purpose of the position

This role will lead and coordinate team member activities day to day, as well as provide coaching and mentoring in order to achieve program objectives and performance for the relevant sites.

responsibilities

May include, but are not limited to

- Work collaboratively to deliver quality services that enhance the lives of young people by focusing on their strengths and inherent abilities:
 - Deliver services which are individually focused in recognition that every young person is unique.
 - Deliver services that are outcome focused, professional and aligned with child safety requirements.
 - Create opportunities for changes in lives of young people through enhanced employment and education outcomes.
- Lead and manage a high performing team through the promotion of a team culture that motivates and inspires professional conduct and excellent service and results:
 - Develop and maintain a high performing team that consistently achieves objectives and targets.

- Manage on-boarding and induction processes to create and maintain a team who are appropriately qualified, skilled and supported in their ongoing professional and personal development.
- Ensure all team members have clear performance expectations and individual development plan in place and provided with regular performance feedback.
- Foster ongoing learning and development of team members through coaching, training, and development activities, and managing remedial action through **yourtown's** performance management framework to meet service and business needs in line with mission, vision and values.
- Foster a team culture of individual and organisational accountability and committed to safe work practices.
- Line manage direct reports, allocating work and managing the performance, activities and leave requests of direct reports.
- Foster a culture of individual and organisational accountability through shared mission and mutual responsibility and role model and facilitate a commitment to continuous improvement and embodiment of organisational values.
- Set individual and team workload and performance standards to ensure individual and team achievement of workload requirements, performance standards and outcome targets.
- Provide advice and support around more complex Employer-related needs.
- Provide mentoring and guidance to staff in all aspects of their role, including external stakeholder engagement.
- Provide operational support and undertake operational activities in order to achieve effective outcomes for participants;
 - Undertake tasks that support the intake, assessment and planning phase with participants.
 - Undertake tasks related to the delivery of group activities aimed at building participants' skills, confidence and work readiness.
 - Undertake tasks that are relevant to providing intensive case management with the participant in the context of employment.
 - Undertake Post Placement Support activities to ensure job retention for the participant and outcomes.
 - Undertake activities relevant to building employer relationships and creating outcome opportunities and vacancies.
- Participate in and meet the expectations of regular immersion visits to employers.
 - Build and maintain local labor market knowledge, and an understanding of employer needs and perspectives through regular immersion visits.
 - Identify Employers of interest, and approach and develop a professional relationship to schedule a suitable date and time to conduct an immersion activity.
 - Maintain system database as determined by the organisation on your experience and new information gathered from the immersion activity and share as required.
- Be committed to personal growth and learning through self-assessment and accessing available resources externally and internally.

- Promote and effectively use a range of social media and website opportunities to promote and engage with young people, employers and community including providing images of, and information about you.
- Be adaptable with working hours to accommodate service needs; assist with events, including breakfasts, after hours and site activities on Thursday night and Saturday on a roster if required.
- Participate in and meet the requirements for Practice Supervision and Client Skills Training.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance System processes.
 - From time to time be required to assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.

at **yourtown** our people leaders:

- Lead and manage a values aligned, safe, inclusive team through the promotion of a team culture that motivates, inspires and holds to account behaviour, professionalism, performance and service orientation.
- Inspire a high performing team that consistently strives to achieve objectives and targets.
- Drive employee lifecycle experiences that build, grow and maintain a team who are appropriately qualified, skilled and supported in their ongoing professional and personal development and proactively manage any required remedial action through **yourtown's** performance management framework.
- Foster a team culture of learning through coaching, training, and continuous feedback methodology.
- Lead and role model a culture of safety and wellbeing.
- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.

- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities.
- Empower your team to harness human centred design principles to design products, services, systems and experiences that address the core needs.
- Actively seek to develop and align to employees' sense of purpose, enhance the development of your team in ways that unlock potential and creativity and sense of purpose.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.

selection criteria

Essential knowledge, skills, abilities:

- Tertiary qualifications in a relevant field with a minimum four (4) years' experience; or a minimum of five years' experience, in Employment Services operating at a senior level.
- Demonstrated experience or capacity in staff supervision, leading a team, and the ability to coach and guide team members to achieve organisational objectives.
- Strong understanding of, or ability to understand, the program contract, systems, KPIs and how to achieve and drive the necessary outcomes.
- An understanding of the local labour market as well as the barriers to employment faced by disadvantaged young people, and demonstrated knowledge of the range of government and community organisations and networks that are involved in providing services to young people.
- Demonstrated assessment skills and the capacity to successfully manage a caseload of disadvantaged young people to transition them into sustainable employment.
- Well developed written communication skills and the ability to prepare reports and budgets.
- Well developed interpersonal skills and the ability to build rapport with and motivate young people.
- Strong time management skills, computer literacy, organisational skills and the ability to manage multiple tasks with competing priorities.
- Demonstrated competent computer skills and strong ability to pick up new technology and systems within the Industry and organisation.

requirements

The Team Leader must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown** immunisations requirements.
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to our mutuality of safety for self, others, and in our workplaces.
- Uphold the **yourtown** safeguarding commitment in every aspect of your role.



Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1.1	Transition to Work Manager	17-04-2024	001-05-2024	Change in reporting line