

Position title	<i>Team Leader Youth Services</i> <i>This is an Aboriginal Designated Position, classified under 'special measures' of Section 12 of the Equal Opportunity Act 2010. Only Aboriginal and Torres Strait Islander people are eligible to apply.</i>
Position number	P2349
Employment status	Full Time - Ongoing
Service Area	Justice & Community Services
Location	Wyndham Street, Shepparton
Position reports to	Program Manager
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and community services employee – Level 6 – pay point 1 to pay point 3 (based on qualifications and experience)

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing Services
- Positive Ageing and Disability Services
- Justice and Community Services
- Housing and Infrastructure Services
- Family, Care and Early Years
- Corporate Services

RAC has an annual budget of \$50 million and a workforce of approximately 320+ people. RAC is a significant employer and economic contributor to the region and plays a high-profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.



ROLE PURPOSE

To provide strong leadership that ensures delivery of culturally safe and responsive case management, support and programs for Aboriginal Youth.

This role is responsible for day-to-day program requirements including staff supervision and development, monitoring program compliance, and developing regular reports. Programs include but are not limited to the Yalka, Youth Hub, and Restorative Justice, along with supporting Youth Trainees.

This role reports directly to the Program Manager Youth & Justice and is responsible for supporting the Program Manager to fulfil the requirements and responsibilities relevant to the role including Aboriginal ways of working, quality and compliance, and the Strategic direction of Rumbalara Aboriginal Co-Operative.

KEY SELECTION CRITERIA

Qualifications and Registrations:

- Diploma in Community Services, Leadership & Management or a similar discipline (or willingness to obtain).

Knowledge and skills:

- Knowledge of relevant legislative frameworks.
- An advanced understanding of the principles of case management and case work.
- Demonstrated experience in leadership/mentoring.
- Excellent stakeholder management skills.
- Ability to promote cultural safety and trauma-informed practice.
- Strong communication and interpersonal skills.

KEY RESPONSIBILITIES

1. Technical Capabilities

- Provide strong leadership, formal and informal supervision to staff to build their capacity and capability to develop culturally safe strategies to support Aboriginal youth and adults.
- Monitor staff progress in recording and maintaining accurate client records in accordance with funding and audit requirements. Including but not limited to using the relevant computer software applications, program targets, and reporting requirements.
- Develop and maintain collaborative working relationships with a range of professionals and stakeholders in particular Department of Justice and Community Safety (DJCS), Victoria Police, Courts and Corrections to gain positive outcomes for clients.
- Attend meetings with internal and external stakeholders as required.
- Ensure referrals are accepted and processed in accordance with the relevant timeframes.
- Coordinate, facilitate and participate in team meetings and planning days with program team.
- Encourage and support team members to develop professionally and personally and to promote and role model self-determination to their clients and families.
- Ensure staff are providing clients with opportunities to connect and maintain their connection to Aboriginal culture.
- Other appropriate and reasonable duties as directed by the Program Manager and/or Executive Manager.



2. Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making.
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view).
- Provide support and proactively engage with the clients and broader community.
- Establish and maintain relationships with clients, community and Rumbalara staff and team members.

3. Administrative Capabilities

- Attend staff meetings.
- Submit accurate timesheets and claim forms (if applicable) in a timely manner.
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills.
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time.
- Follow correct policy and procedure directions at all times.
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours.

EMPLOYMENT CONDITIONS

- Have a Confirmation of Aboriginality.
- Have a current National Police Check.
- Hold Valid Driver's License, without restriction.
- Hold current Employee Working with Children's Check.
- COVID-19 vaccination certificate (strongly recommended in line with government guidelines; not mandatory).
- All staff are required to sign a confidentiality agreement on appointment to the organisation.
- Probationary / qualifying periods apply to all positions.
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view).
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view).
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required.
- Salary packaging is available to permanent part time and full-time staff.
- Tenure of positions at RAC will be tied to existing contracted funding arrangements.