

POSITION DESCRIPTION

Business Entity	Ruah Community Services
Position Title	Team Lead – Family and Domestic Violence
Division - Department	Services - Family Services
Position Classification	Level 5
Reporting to	Service Lead – Family and Domestic Violence
Supervision of	Support Coordinators, Support Workers
Effective date	13 November 2024

Guided by our Vision, Mission and Values

Vision	Flourishing communities through the active participation and wellbeing of people with complex needs.
Mission	Empowering vulnerable and disadvantaged people to create meaningful change in their lives through provision of quality services.
Values	Respect, Integrity, Connection, Quality, Hope.

Diversity Statement

Everyone regardless of ability, age, culture, gender, race, sexual identity or intersex status are free to be themselves. Free to celebrate our differences. We are building a workplace where difference is embraced and encouraged.

Safeguarding Children & Young People Statement

Ruah has a zero tolerance against child abuse and are committed to the safety and wellbeing of children and young people, and their right to feel safe and be safe across all areas of our organisation.

We have a responsibility to understand the important and specific role we play, individually and collectively, to ensure that the wellbeing and safety of children and young people is at the forefront of every decision we make.

Position Intention

Through our Model of Care, we aim to achieve effective delivery of services that is more immediately directed towards our engagement with clients. We aim to operate with a structure that delivers sustainable outcomes through a more streamlined and empowered model of accountability.

The Team Lead position is a key service delivery role responsible for achieving outcomes to clients through our Model of Care.

The Team Lead in Family Services plays an important role in supporting a Service Lead through the effective management of a program within the service area. This position also advocates on behalf of clients served

by the team within senior and executive management decision making forums. In this regard, this role will play a significant role in shaping the strategic focus of the organisation.

This position coaches and mentors a team to ensure agreed outcomes and performance indicators are achieved within the resources available.

Team Leads may bring a level of specialisation in service areas to the Team Lead role. Whilst this is not required for every team role, where specialist experience is present, the role will also extend to support the learning and development needs of staff across the organisation in this specialist area.

Key tasks, objectives, and responsibilities

Mission and Values	- Actively promoting and demonstrating behaviours and conduct that champions Ruah's values and commitment to ethical practice on behalf of clients. - Maintains confidentiality in accordance with Ruah policies. - Ensures adherence across service area to policies and procedures.
Services Management and Leadership	- Developing and maintaining a team that is effective in delivering the Model of Care across the program area. - Foster continuing improvement in service delivery in service area. - Supporting staff apply the relevant Practice Guides. - Ensuring that program obligations are understood and that appropriate controls are established, evaluated, maintained, and monitored. - Operate as a specialist employee (where applicable) in a relevant discipline, providing expertise on current and emerging issues relevant to the program area. - Advocating for the needs of clients. - Providing timely advice on issues impacting the program area. - Facilitate the engagement of staff in contributing to the review and improvement of existing programs and services. - Developing and sustaining a highly visible and respected leadership role across the service area. - Actively seeking input from staff that contributes to continuing improvement in service delivery.
Profile and participation	- Actively engaging with the broader community and appropriate organisations to foster greater collaborative practice in the interests of clients. - Actively contributes to the positive public profile of Ruah. - Represents Ruah on relevant government and community committees and attends events as appropriate.
People Coordination	- Supports, motivates, and develops a high performing team. - Ensures that the needs of clients are addressed through competent, capable, and empowered staff. - Promotes an active learning and development culture. - Builds cohesion within the team around purpose, mission, and values. - Identifies opportunities for staff to gain professional development experience.

	Contributes to the review and development of workforce needs and requirements to ensure the achievement of outcomes in the program area of service.
Stakeholder Engagement	- Develops and maintains respectful and responsive relationships with relevant agencies. - Ensures the reporting requirements of stakeholder interests are delivered internally in a timely and effective manner. - Contributes to the assessment of existing stakeholder engagement strategies.
Communication	- Ensures effective two-way communication with senior management. - Ensures effective two-way communication with direct reports. - Provides opportunities for staff to actively participate in and engage with decisions that impact the service area.
Financial Management and Reporting	- Delivers timely reports on achievements, outcomes, KPIs and risks. - Ensures data required for funding bodies is available when required. - Reports on outcomes against quality and financial indicators.
Quality and Risk Management	- Delivers services within the program area in accordance with accreditation requirements and service agreements. - Reports on operational practice to identify issues relevant to the achievement of Model of Care outcomes. - Identifies and reports on risk issues to the Service Lead in accordance with Ruah procedures.
Safety, Security and Other Duties	- Work in a way that demonstrates and promotes positive health and safety. - Be accountable for protecting Ruah and client information security and privacy. - Share enthusiasm for and be involved with initiatives that build teams and add to the Ruah community. - This role, like all others within the community of Ruah, will undertake any other duties as required. - Report any suspicions, concerns, allegations, or disclosures of alleged abuse and neglect, by personnel as well as external individuals to management in line with Ruah's Children and Young People Reporting Policy and Procedure.

Selection criteria

Desirable qualification(s)

- Not applicable*

It is expected that the successful applicant will be able to demonstrate the following:

Essential

- Experience in leading a successful team within the program area of Family Domestic Violence.
- Significant understanding of, and commitment to the Purpose, Vision and Values of Ruah.
- Experience in direct service delivery to address client needs in the program area of Family Domestic Violence.

- Experience in managing for the achievement of client outcomes in the area of Family Domestic Violence.
- Strong ability to respond in a timely manner to address competing client needs.
- Highly developed interpersonal skills, including strong skills in negotiation and consultation.
- Experience in developing and maintaining collaborative partnerships and stakeholder relationships.
- Effective written and verbal communication skills.
- Confident public speaking and presentation style.

Desirable

- Demonstrate knowledge and understanding of diversity and social inclusion- including gender, sexuality, disability, cultural, age, and linguistic diversity and Aboriginal culture.

Specialist criteria

- As a specialist in Family Domestic Violence, your role would be to support the learning and development needs of staff across the organisation in this specialist area.

Required compliance documents or certificates

- Current drivers' license
- Working with Children Check
- National Police Certificate