



Title	Team Leader Family Violence
Reports to	Manager - Family Violence Services
Direct Reports	Case Managers, Family Violence Workers
Location	Mornington Peninsula
Classification	SCHADS Level 7, (\$84,000 - \$88,000 + Super + Salary Packaging)
Last Updated	November 2018

Good Shepherd Australia New Zealand (GSANZ)

The Good Shepherd network works to create just and equal communities where women and girls can live full, safe lives. We have been committed to our mission for nearly 200 years, working strongly for social change. Wherever we are, we strive to team up with people who share our mission, vision and passion for social justice because the need is still great. Women and girls are at the centre of GSANZ's work and mission, with areas of expertise including: safety and resilience, educational pathways and financial security.

Our Safety & Resilience services are delivered across Victoria and New South Wales and include integrated family services (including Orange Door) a range of family violence response services, counselling and case management for children, young people, women and families, support for those who are homeless or at risk of homelessness (including refuge accommodation for women and children who have experienced family violence). Support groups and workshops are offered in community settings to meet the identified needs of vulnerable children, young people, women and families. All of our services are informed by the latest evidence and research and adopt a best practice approach. We are committed to continuous improvement, innovation and delivering measurable outcomes. Our services are strengths based, client-centred and underpinned by our mission and values.

Role Purpose

The Team Leader, Family Violence leads a team of family violence practitioners in Victoria's Bayside Peninsula Area to deliver high quality service to our clients. This team contributes extensive knowledge and understanding of family violence to intake of family violence referrals from the Bayside Peninsula Support and Safety Hub (Orange Door), women's and children's counselling and outreach case management work, and family violence case management services to clients accommodated in refuge, motels and transitional housing.

This multidisciplinary role will see the Team Leader's experience and understanding of people leadership, quality and service improvement employed to facilitate delivery of valued service and outcomes to clients consistent with service agreements, identification of professional development needs and provision of coaching and support to staff. The Team Leader is required to participate in the After Hours Crisis Response roster and duty roster and from time to time carry a caseload of clients who are awaiting case management allocation.

These roles are classified at Level 7 SCHADS 2010 Award.

Qualifications and Mandatory Requirements

- Appropriate tertiary qualification in Social Work, Psychology, or a related discipline to degree level is essential
- Demonstrated leadership capacity
- Relevant experience in the family violence or related sector
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Australian Drivers Licence

Essential Skills, Knowledge and Attributes

- Ability to manage competing demands in an environment of change management

- Ability to assess, respond to and develop strategies to mitigate risk from a client as well as organizational perspective
- Ability to lead a multi-disciplinary team of family violence practitioners recognizing individual strengths, needs and areas for development
- Work effectively with partner organisations, internal and external stakeholders
- Ability to develop and implement systems to ensure timely and accurate data collection and reporting
- Demonstrated ability to apply performance management processes to achieve positive outcomes
- Demonstrated ability to provide high quality, strength based, reflective supervision to staff

Desired Skills and Characteristics

- Experience working with diverse groups and cultures
- Experience working in a leadership role within the family violence, family services, child protection or related context
- Experience leading a dynamic team through a process of change management

Responsibilities

Strategy

- Lead delivery of service in line with team operational plan and GSANZ's strategic plan for own team
- Contribute to development of team and program plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Provision of formal and informal supervision, set goals and manage contributions of direct reports
- Lead development of a high performance team through demonstration of capabilities outlined in GSANZ 's leadership capability framework
- Coach team members for development in current role and support career development planning for future roles
- Participate in recruitment for the team
- Provide effective and timely team communication and change management
- Oversee team's wellbeing and recognition
- Demonstrate commitment to own learning and development
- Take responsibility for own wellbeing

Clients

- Ensure best practice services are delivered to clients at all times
- Ensure team delivers outcomes valued by clients in line with service agreements
- Ensure a client centred approach in all team activities
- Ability to implement trauma informed approaches to practice
- Comprehensive understanding and application of risk and needs assessments, case planning, review and evaluation
- Willingness to provide an outreach service to engage clients to ensure service accessibility

Service Delivery and Operations

- Ensure team delivers all services in line with relevant service standards and program procedures
- Balance the workload across the team as required to meet targets
- Analyse and manage all data for analysis, reporting and service improvement recommendations
- Respond to incidents as required
- Manage service delivery in line with agreed budget
- Provide timely reporting in line with funding body and organisational requirements
- Uses initiative to enhance own knowledge of sector developments based on the implementation of the recommendations of the Royal Commission into Family Violence and their impact on the program, staff and service delivery
- Other duties as reasonably required

Stakeholders

- Develop constructive relationships with referral network
- Develop constructive relationships with external service providers and partners
- Develop constructive, collaborative relationships with other GSANZ teams and departments

Compliance

- Ensure team maintains client files, case notes and data in accordance with DHHS and GSANZ standards
- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times
- Address behaviour inconsistent with required compliance standards in a timely and appropriate manner

Leadership Capabilities

- Interface management - manage relationships between Internal and external stakeholders
- Active Listening- understand, reflect on and appropriately respond to what is being said
- Communication - effectively adapt communication modes and styles to different audiences and mediums
- Team Relationships - recognise, value and optimise the individual skills and abilities of each team member
- Problem Solving work with others effectively to solve problems and develop capability
- Participative decision making - maintain clients at the centre of decision making and involve others for ownership and commitment
- Team development - development of strategies to address gaps and optimise team function
- Delegation - team members are developed to competently manage delegated tasks
- Objective setting - development of team and individual goals consistent with strategic and operational plan
- Quality Standards - commitment to quality standards, processes and continuous improvement
- Work allocation - allocates tasks and accountability to balance and optimise team outcomes

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Reconciliation

- We understand the past, respect our place in history and move forward in the spirit of healing and partnership
- We use our capability to build knowledge and skills in the community and with individuals
- We use a coaching approach to facilitate growth, skill building and development
- We pro-actively seek opportunities to draw on the wisdom and expertise of others in order to support those we work with appropriately

Value of each person

- Our relationships are based on empathy, respect and compassion that sees, and seeks out, the good of each person
- We participate actively, courteously and enthusiastically as part of a team
- We work collaboratively to deliver valued outcomes for every individual
- We adopt appropriate systems and practices to support outcomes that are important to people
- We recognise the strengths, skills and contribution of each person in order to achieve our mission

Justice

- We challenge structures and behaviours that perpetuate disadvantage so that we bring about positive change
- We listen first in order to understand
- We use our resources efficiently and effectively to sustain and grow our services
- We have constructive conversations about performance, recognise excellence and hold each other accountable for our values based behaviours
- We make informed decisions and communicate early, honestly and transparently

Zeal

- Our commitment is wholehearted
- We embrace opportunities to increase our positive impact and influence
- We reflect and adapt our practice to ensure currency and relevance
- We see change as an opportunity and positively champion new ways of being and doing
- We stretch ourselves individually and collectively to overcome barriers and setbacks

Audacity

- We think reflectively and take bold action to follow new paths for the mission
- We look for innovation and learn from mistakes as a path to knowledge
- We make brave decisions while we are prudent and carefully assess risks and alignment to mission
- We embrace debate to ensure sound decision making
- We stand by our decisions as a team and as individuals.