



Good Shepherd

Australia New Zealand

Position Description

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| Title | Team Leader - Safety & Resilience Services NSW |
| Reports to | Manager - Safety & Resilience NSW |
| Direct Reports | Counsellors, Case Managers and Group Workers (as agreed) |
| Hours | Part time - 3 days per week(Wednesday, Thursday & Friday) |

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

Our Safety & Resilience services are delivered across Victoria and New South Wales and include integrated family services (including Child FIRST), 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-centered and underpinned by our mission and values.

Role Purpose

The Team Leader - Safety & Resilience NSW supports the leadership of a multidisciplinary team of practitioners at our Marrickville location in Sydney. The dynamic and growing team currently includes adolescent and family counselling, sexual assault counselling, case management and a young parents' program. This role will see the Team Leader's experience and understanding of people leadership, quality, innovation and service improvement employed to ensure the delivery of evidence informed services with measurable client outcomes. The Team Leader is responsible for assisting in the day to day operations and reporting in line with service agreements and organisational expectation, and will assist to develop and lead a highly competent, engaged and professional team. In addition to supervising part of the team this role will also maintains a small caseload within the counselling program.

Qualifications and Mandatory Requirements

- Minimum degree level qualifications in counselling, psychology, social work or related discipline
- Demonstrated experience in leading and managing staff
- Demonstrated experience in the delivery of therapeutic intervention to survivors of sexual assault & trauma, adolescents and their families as well as casework interventions
- Demonstrated expertise in relevant areas
- Demonstrated ability to engage staff in a process of reflective supervision
- Ability to manage competing demands in an environment of innovation and change
- High level ability to assess and respond to risk from a client, staff and organisational perspective
- Ability to lead a multi-disciplinary team of practitioners recognizing individual strengths, needs and areas for development
- Demonstrated ability to maintain current team processes and systems
- Good communication and problem solving skills
- Ability to act with discretion to maintain confidentiality

Responsibilities / Key Accountabilities

Strategy

- Member of the leadership team; work collaboratively with other members of the team to deliver on quality services, strategic and operational outcomes
- Manage the safety and resilience team in NSW to deliver against agreed goals, strategies and outcomes consistent with mission, the service strategic plan and relevant partner and funding agreements
- Work closely with the Manager to ensure best practice services, identify growth opportunities and deliver new services
- Contribute to relevant focus area strategic planning activities

People

- Responsible for supporting people management in the safety and resilience team in NSW including;
- Contribution Management; Contributes to team plans in line with strategic objectives
- Regularly reviews performance of designated team members
- Learning and Development; management of own professional development and career development and planning for direct reports
- With Manager, recruitment and retention of team members
- Communication and positive change management
- Wellbeing and recognition

Clients

- Ensure quality outcomes for clients measured via robust outcome reporting and quality supervision
- Meet service delivery targets in line with funding and partner agreement

Operations

- Oversight of service delivery consistent with funding agreements
- Support Manager in the management of service delivery contracts and partnership agreements
- Drive the growth and development of safety and resilience programs and services in NSW.
- Ensure programs are delivered efficiently
- In collaboration with the Corporate Services team, manage operational risk including compliance, OH&S and quality
- Ensure accurate and timely reporting

External Stakeholders

- With Manager, contribute to the development and maintenance of effective corporate, government, non-government and community based partnerships, and stakeholder relationships that enhance service delivery

Finance

- Manage, monitor and deliver all services within agreed budget.

Authorities/ Approvals

- Expenditure approval as outlined in GSAZ's Delegated Authority Levels document

Leadership Capabilities

- Interface management - manage relationships between team members and from the team itself to others teams or key stakeholders
- Active Listening- concentrate on, understand 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 and counselling - 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.