



## Position description

<b>Title</b>	Team Leader - Family Services
<b>Reports to</b>	Program Manager – Family and Youth Services
<b>Direct Reports</b>	Case Managers, Counsellors, Group Facilitators
<b>Classification &amp; Salary</b>	SCHCADS Level 7
<b>Employment Status</b>	Full Time (fixed term to 30/06/2021)
<b>Primary Location</b>	St Albans
<b>Date</b>	July 2020
<b>Good Shepherd Australia New Zealand (GSANZ)</b>	
<p>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.</p> <p>We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, parenting programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.</p>	
<b>Role Purpose</b>	
<p>The Team Leader - Family Services leads family support practitioners within an integrated team of professionals whose focus includes integrated family services, family violence specialist case management and group programs. The position is based at our St Albans office and participates in the Brimbank Melton Child and Family Services Alliance. The Team Leader brings experience and an understanding of practice supervision, people leadership, quality and service improvement to facilitate and ensure the delivery of effective, high quality services and outcomes to clients.</p> <p>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, supervision and reporting in line with service agreements and organizational expectation and will assist to develop and lead a highly competent, engaged and professional team.</p>	
<b>Key Responsibilities</b>	
<ul style="list-style-type: none"><li>• Manage the Family Services team in St Albans to deliver against agreed goals, strategies and operational outcomes consistent with Good Shepherd's mission, service strategic plan and relevant partner and funding agreements</li><li>• Provide high quality leadership and coordination to the Family Services team through the promotion of open communication, teamwork and delegation</li><li>• Support Manager with effective recruitment and selection processes for new employees, including induction, probationary reviews and continued performance management</li><li>• Provide appropriate and effective supervision, and learning and development opportunities that enable employees to further develop their skills</li><li>• Ensure oversight of service delivery and achievement of service delivery targets in line with funding and partner agreements</li><li>• Ensure quality outcomes for clients, measured by robust outcome reporting and quality supervision</li></ul>	

- Assist with management of service delivery contracts and partnership agreements
- Work closely with the Manager to ensure best practice services, identify growth and development opportunities for Family Services and delivery of new services
- Ensure accurate and timely reporting
- Ensure employees understand and implement Good Shepherd policies and procedures
- In collaboration with the Corporate Services team, manage operational risk including compliance, OH&S and quality
- Contribute to the development and maintenance of effective corporate, government, non-government and community-based partnerships, and stakeholder relationships that enhance service delivery
- Manage, monitor and deliver all services within agreed budget
- Other duties consistent with the position where required and/or requested by the Manager.

### **Responsibilities of Good Shepherd Employees**

#### **Strategy**

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

#### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in GSANZ 's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

#### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

#### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

#### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and departments

#### **Compliance**

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

#### **Leadership capabilities**

- Interface management – manage relationships between team members and from the team itself to

other 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

### **Qualifications and Mandatory Requirements**

Employment is subject to:

- Formal qualifications in Social Work, Psychology or equivalent demonstrated experience.
- A satisfactory Police Check
- A current Working with Children’s Check (WWCC)
- Proof of the right to work in Australia
- Current Victorian Drivers License

**The above requirements will need to be supplied and verified prior to commencement**

### **Key Selection Criteria**

1. Minimum degree level qualifications in Social Work, Psychology, or related discipline with minimum 5 years of experience in the community services sector and Post Graduate training in supervision and/or reflective practice (desirable).
2. Demonstrated staff management experience including practice supervision, recruitment and managing individual key performance indicators.
3. Demonstrated knowledge, experience and leadership in delivering a range of intervention strategies when working with vulnerable children, young people and families within the Child Protection, Children, Youth & Families Act and context of the Best Interests Framework model.
4. Demonstrated leadership, sound understanding and experience in collaboration with a range of professionals and building on professional, trusting and enduring working relationships with stakeholders and partners.
5. Demonstrated understanding of leading social justice principles and community capacity building, and an ability to contribute to the mission and spirit of the agency.
6. Excellent written, organizational, interpersonal and communication skills.

**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.

- Value of each person

- Reconciliation
- Justice
- Zeal
- Audacity

#### **Additional information**

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.