

Position Description



Job title	Team Leader Futures
Department	Children Services - Futures
Reports to	Practice Lead Children's Services
Date prepared/reviewed	January 2020
Location	Inner City Hub (ICH)
Position Details	Permanent Full Time

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose

The purpose of this role is to coordinate, on a day to day basis, a community service program and staff, including the recruitment, selection and leadership of staff, to ensure a quality outcome for clients.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- Day to day coordination of programs/services in accordance with Uniting policy and procedures and relevant industry standards
- Coordinate the development of individual planning processes for individuals and evaluate outcomes
- Establish and maintain effective links with service user networks (families, carers and others) and community resources
- Manage complex cases and refer clients to appropriate services where appropriate
- Manage the delivery of client support including personal support, manual handling, lifting, challenging behaviour management and transport when required
- Establish and maintain effective links and partnerships with relevant community service organisations
- Provide a monthly service report to the Practice Lead
- Under the direction of the Practice Lead, effectively maintain and manage the allocated budget for program/service activities and ensure reconciliation of those amounts
- Review program/services activities and ensure client needs are met
- In conjunction with the Practice Lead, identify new program/service opportunities and develop programs/services according to need
- Day to day coordination of staff rosters according to client and program/service needs within designated funding parameters
- Identification of program/service needs in relation to service hours and inform Practice Lead
- Recruit, select and induct staff in accordance with existing procedures
- Maintain a pool of casual staff and liaise with staffing agencies as required to ensure services are delivered
- Conduct staff appraisals and develop training and development plans
- Provide support, advice and direction to staff and volunteers in performing their work
- Maintain records in accordance with the record keeping procedures of Uniting and provide information when requested
- Provide statistics, reports and other information as required
- Ensure all financial records of Uniting and clients within the service are correct
- Contribute to the development of program budget and supervise and monitor expenditure in allocated areas
- Supervise the usage and maintenance of vehicles allocated to the program area
- Contribute to the development of new policies and procedures
- Ensure that safety considerations are a priority in all work undertaken by employees and volunteers
- Exercise duty of care according to agency policy
- Ensure key risks related to service delivery or projects are identified and mitigation strategies implemented
- Ensure that all systems are compliant with legislation and current contracts
- Any other duties that may arise from time to time which fall within the parameters of this role and within the level of skills, competency and training of the incumbent.

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- Well-developed communication and interpersonal skills including the ability to work and communicate effectively with direct care staff, service users and their families, community agencies and other professionals
- Demonstrated capacity to provide effective management and support of staff working in a community setting
- Well-developed organisational skills and an ability to perform multiple tasks in an environment that may have conflicting and changing priorities
- Demonstrated negotiation and conflict resolution skills
- Demonstrated ability to contribute to budget development and reconcile financial information
- Demonstrated ability to manage rosters within budgetary guidelines
- Demonstrated ability to liaise with professionals on a professional basis
- Demonstrated ability to work in a team
- Ability to manage the delivery of personal support to individuals with disabilities including manual handling, lifting and the management of challenging behaviours
- Demonstrated ability to exercise sound judgment when direction is not clearly defined
- An ability to act in a higher capacity, to set priorities and monitor workload
- Ability to work in ways that are congruent with the values of Uniting and the Uniting Church in Australia.

Qualifications

Education, experience and technical skills required for this position.

- Recognised qualifications in a relevant area (e.g. Certificate 4 in disability)
- Current First Aid Certificate
- Current National Police Clearance
- Current C class Drivers Licence and competency in safe driving
- Current Working with Children clearance (if required)
- Knowledge of contemporary theories and practices underpinning the provision of community services
- Knowledge of OSH, EEO and workplace relations principles
- Knowledge of Community Service programs/services for people with disabilities
- Experience in the provision of services to people with disabilities, complex behaviours, and or mental health issues
- Experience in the supervision and management of staff teams
- Experience working in a community service environment
- Experience working within a budget and managing rosters
- Demonstrated proficiency in computer skills such as Excel, Word.

Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

The role will be required to engage with the following parties:

- Service users
- Families/visitors
- Agencies accessed by Service

In addition, this role may require the incumbent to work some weekends and out of hours.