

POSITION DESCRIPTION: TEAM LEADER - REDRESS SUPPORT SERVICE AND FORCED ADOPTION SUPPORT SERVICE

Position Description	The primary function of the role is to provide supervision and leadership in the program area, as well as providing direct service where required. The position of Team Leader is part of the senior team in the region, a key advisor to the Centre Manager in their practice area and holds significant autonomy and decision-making capacity. Team Leaders may have both Program and cross Centre responsibilities managing the organisational interface with clients and external customers and ensuring the provision of quality services through support, supervision and facilitating team functioning and performance.	
Reports to:	Centre Manager	
Position Liaises with:	Internally: Counsellors/ Caseworkers, Team Leaders, Practice Leaders and Practice Specialists, General Managers, and other staff Externally: Commonwealth/State Government Departments, auditors and other stakeholders	
Location:	Wattle Place	
Strategic Goals	Areas of responsibilities	Key Measures
Client Focus	1. Responsible for the support of service delivery	1.1.1 Delivers a client centred, integrated service of a high standard that actively promotes a culture that is responsive to the needs of clients 1.1.2 Facilitates team relations within the Forced Adoptions Support Service and Redress Support Service and Wattle Place Programs 1.1.3 Ensures the provision of quality services to clients and customers via staff clinical supervision staff support and program facilitation 1.1.4 Provides effective case consultation and clinical supervision 1.1.5 Provides knowledge of community resources, including referrals and other services in the health, legal and community sectors 1.1.6 Works closely with stakeholders including a local network of service providers and a client consultative group 1.1.7 Maintains a client case load according to Centre needs/priorities 1.1.8 Liaises with Centre Manager and Team Leader Centre Support to ensure accurate input of program data by Counselling/ Casework staff 1.1.9 Works closely with Team Leader Centre Support to ensure the smooth administration of a small grants program

	<p>2. Responsible for the effective and efficient management of the Program</p>	<p>1.1.10 In partnership with the Centre Manager, ensures the effective and efficient performance of services within the position authority</p> <p>1.1.11 Monitors intake procedures, case allocation, waitlists and client service within the Centre or across regions</p> <p>1.1.12 Works with the Manager to handle client complaints and effectively implement client feedback for continuous service improvements</p> <p>1.1.13 Provides triage of complex cases when escalated from administration/intake staff</p> <p>1.1.14 Responds to requests for client files and management of Court ordered referrals</p> <p>1.1.15 Contributes to service promotion and referral pathways in the Forced Adoptions and Royal Commission programs and across the Centre</p> <p>2.1.1 Liaises closely with and seeks guidance from Practice Quality and Innovation (PQI) to ensure the Programs meet service delivery standards, quality, performance and legal compliance</p> <p>2.1.2 Contributes to the implementation and evaluation of strategic, business and project plans within the Program</p> <p>2.1.3 Ensures the Programs remain relevant to, and well connected, with other services and stakeholders within and outside the organisation.</p> <p>2.1.4 Reports on practice standards, methods of service delivery and other portfolio responsibilities</p> <p>2.1.5 Implements Program/Centre revisions and updated materials</p> <p>2.1.6 Monitors the allocation of resources (leave and buddying arrangements) in collaboration with other Team Leaders in the Centre to provide adequate and timely service delivery with staff effectively supported in their work</p> <p>2.1.7 Assists the Centre Manager in enabling change to develop and improve practice</p> <p>2.1.8 Ensures the work of the organisation is well promoted in the Centre and supports cross sector collaboration and maximum uptake and delivery.</p> <p>2.1.9 Provides consultation, EAP and external supervision contracts to other organisations as required</p>
<p>People</p>	<p>1. Assists in the development and support of practitioners</p>	<p>1.1.1 Fosters an organisational culture that attracts, rewards and retains high calibre staff</p> <p>1.1.2 Supervises and directs the work of practitioners, oversees performance, and contributes to staff performance reviews.</p>

	<p>2. Accepts personal responsibility for overseeing and maintaining safe work practices</p>	<p>1.1.3 Contributes to staff development, which may include training and/or coaching as required</p> <p>1.1.4 Informs the Centre Manager on staff development needs, client issues and escalations</p> <p>1.1.5 Ensures team workloads are managed and staff have access to professional development opportunities</p> <p>1.1.6 Works closely with the Centre Manager to monitor performance and ensure budgets, targets and KPI's are provided to and reviewed with staff if required</p> <p>1.1.7 Contributes to the development of a positive culture where staff are valued, recognised and rewarded to increase engagement at work</p> <p>1.1.8 Identifies performance matters and liaises with the Manager to address and resolve issues including participation in practitioner disciplinary matters</p> <p>1.1.9 Provides appropriate conflict resolution and clear communication especially around organisational changes</p> <p>2.1 Demonstrates integrity, respect and professionalism at all times – and demonstrably lives the RANSW values.</p> <p>2.2 Demonstrates safe work practices including identification and reporting of hazards/workplace incidents as they occur.</p> <p>2.3 Monitors and promotes WHS awareness and reporting as well as personal responsibility.</p> <p>2.4 Ensures that the Centre Manager is well and fully informed on all aspects of the operations, including any risks to the organisation.</p>
<p>Sustainability</p>	<p>1. Along with key stakeholders develop and review the Customer Services Operational Plan</p> <p>2. Accountable for Centre budgets which contribute to the Customer Services Annual Budget</p> <p>3. Ensures Regulatory Compliance</p>	<p>1.1 In consultation with the Centre Manager aligns Forced Adoptions and Redress Support Service objectives with the Business Plan, and organisational Strategic Goals.</p> <p>1.2 Keeps client, clinical supervision and program records in compliance with relevant funding agreements and legislation.</p> <p>2.1 Works with the Centre Manager to contribute to annual budgets and works within budget to ensure effective service delivery.</p> <p>2.2 Contributes to tenders and submissions when required.</p> <p>3.1 Holds a current Working with Children Check, National Criminal History Checks and any other requirements where appropriate.</p> <p>3.2 Demonstrates knowledge of and adheres to current RANSW policies and procedures.</p>

KEY COMPETENCIES

- **Inspiring others** – creates a climate in which people are driven to do their best. Motivates and empowers others in the workplace, acknowledges the contribution of all staff to the achievement of the strategy
- **Interpersonal and Communication Skills** –Timely resolution of enquiries or work requests; demonstrates initiative, adaptability in difficult situations and a high level of effective verbal and written skills in dealing with people at all levels
- **Knowledge** – The ability to Supervise and direct staff and apply knowledge and common sense to a variety of situations using pragmatic can do attitude; is able to assess the facts, identify opportunities, assess the risks and make recommendations in relation to the improvement of programs and services; ability to work to strict deadlines and adapt to changing conditions.
- **Teamwork** – works collaboratively with Centre Manager, Practice Quality and Innovation, GM Customer Relationships and GM Customer Experience to accomplish program and centre goals and reinforce the vision; respects the needs and contributions of others and is a leader in reinforcing a team approach.
- **Self-Motivated** - Self-starter with excellent organisational and time management skills; ability to self-motivate and multi-task and work independently; Aptitude to think on your feet and produce practical answers; Proactive, shows initiative & leads by example, ensuring staff are accountable.
- **Business Acumen** – Knowledgeable in current practices, trends, technology and information affecting the sector and organisation. Experience in business information analysis and interpretation

SELECTION CRITERIA

Essential requirements

- Relevant Tertiary Qualifications in the human services area (eg social work, psychology), or other relevant qualifications
- Awareness and knowledge of legislation, standards, policies and guidelines relating to people impacted by Forced Adoptions
- Qualification or demonstrated competencies in supervision, couple or family therapy, counselling, group work, psychotherapy, case management
- Five years' experience full time or 2500 hours of supervised clinical practice of therapeutic casework models of practice and counselling designed to meet the needs of vulnerable and complex clients
- Ability to provide quality casework to develop individual tailored case plans and coordinate a mix of services to suit client need
- Demonstrated skills, experience and training as a clinical supervisor, giving and receiving live group work supervision
- Demonstrated competence and understanding of working within a trauma informed framework
- Demonstrated competency in use of technology (including Microsoft office programs)
- Demonstrated experience in delivering quality customer service to internal/external customers
- Excellent communication skills - written and verbal
- Current Drivers Licence may be essential depending on Centre requirements.
- National Criminal History Check clearance and NSW Working with Children Check Clearance

Desirable requirements

- Understanding of the history of forced adoption and institutional and out of home care in Australia and of the issues/ barriers faced by those affected
- Experience in delivering training to professional groups