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| Title: | Crisis Services Lead |
| Business unit: | Uniting Lifeline – Alcohol & Other Drugs, Mental Health & Carer Services |
| Location: | 211 Chapel Street, Prahran |
| Employment type: | Part Time, Maximum Term |
| Reports to: | Uniting Lifeline Manager |

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

About Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Somewhere in Australia, there is a new call to Lifeline every minute. People call Lifeline's 24-hour crisis line 13 11 14.

Uniting operates Lifeline centres in Ballarat and Melbourne. In addition to providing telephone crisis support, we offer a broad range of training for individuals, corporate and community groups.

1. Position purpose

The Lifeline Crisis Services Lead will be responsible for coordinating Lifeline's phone room 13 11 14 Operations, which includes leading both a number of employees and volunteers. The role will focus on delivering financial and KPI measures by monitoring the performance of a team, managing systems that ensure opportunities for the phone room are maximised and exploring new ways of working by developing and implementing a range of procedures and processes alongside the Lifeline Australia (including remote service delivery for 13 11 14) service agreement.

The Lifeline Crisis Services Lead will focus on continuous improvements and developing and implementing best practise models. The role liaises with the Uniting Lifeline Ballarat centre in creating efficiencies, sharing of knowledge and resources appropriately. The role will support the leadership

Position Description

Crisis Services Lead

team in the delivery of other Uniting Lifeline services, explore innovation and build funding opportunities and other funding sources.

2. Scope

Budget:

Determine, monitor and work within budgets aligned to the M5404 Phone Room cost centre

People:

- Team Leaders (8 people at 2.3FTE)
- Centre Supervisor (1.2FTE)
- Crisis Supporters – volunteers and students

3. Relationships

Internal

- Uniting Lifeline team
- Uniting Vic.Tas Staff
- Lifeline Australia Staff
- Volunteer services

External

- Lifeline Australia and other member services
- Community groups and corporate business
- Donors

4. Key responsibility areas

Service delivery:

- Support Help Seekers by meeting and exceeding service delivery KPIs for the Lifeline Aus 13 11 14 service agreement.
- Provide direction and operational leadership to the Team Leaders in the achievement of the phone room outcomes.
- Engage with all Uniting Lifeline staff, volunteers, and students.
- Support communication to staff, students and volunteers regarding accreditation, phone room shifts and attendance.
- Assist with the maintenance and data entry of Lifeline Shift Tracker, Verint, Better Impact, WFM and other data systems.
- Track, analyse, respond to and report on goals, initiatives and actions that align with the strategic direction and operational plans.
- Lead the development, delivery and maintenance of work practices, systems, processes, and procedures.
- Support the documentation and review of processes and procedures that support the operation of the Phone Room.
- Deliver enhanced systems that enable remote work and satellite sites.

Administration:

- Oversee the administration of Phone Room service delivery.
- Assist in the development and preparation of budgets.
- Deliver services in line with financial budgets, including revenue and expense control.

Position Description

Crisis Services Lead

Quality and risk:

- Comply with the Lifeline Australia Operations Manual in the delivery of all activities relevant to the Service, including recruitment, training, accreditation requirements and supervision / support.
- Collaborate on continuous service improvement, and evaluation activities as well as initiatives to support research and best practice.
- Participate in Service evaluation activities as required.
- Operate within work health and safety procedures.
- Develop a culture of excellence focused on providing value for our consumers and our community.
- Review and develop improvements to quality service deliverables.

People and teams:

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements and risk management:

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and / or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation.

5. Performance indicators

- Financial outcomes are aligned to budgets.
- Lifeline Australia service agreement outcomes are met.

6. Person specification

Qualifications

- Bachelor-level degree in Mental Health, Social Work, Psychology, Social Science or related discipline.
- Diploma or above in Business Management, Community Services or similar discipline.

Experience

- Solid understanding and / or experience in leading crisis services.
- Demonstrated experience and competence in continuous quality improvement, program design and implementation, monitoring and evaluation.
- Ability to maintain concise records and prepare comprehensive reports and submissions.
- Strong leadership skills with demonstrated experience in working with others to facilitate change and deliver program outcomes.
- Ability to manage time effectively and to cope with rigorous deadlines.
- Knowledge of the National Quality Standards is desirable.
- Demonstrated staff supervision and leadership skills and ability to deal with challenging clients and complex issues.
- Experience with volunteer workforce.
- Knowledge of local communities we operate in.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Exceptional interpersonal skills are a requirement to maintain the co-operation of donors, volunteers, partners, clients / guests, staff, and other stakeholders.
- Demonstrated organisational and administration skills.
- Ability to work autonomously and in a team environment.
- Effective use of time, resources and networks to achieve the outcomes of the role.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: