

Position Description

Title	Team Leader, Carer Gateway
Business unit	Home, Community & Carer Services
Location	Primarily based at Uniting's Blackburn office with work from and travel to other locations, as required
Employment type	Part Time, Maximum Term
Reports to	Manager, Carer Gateway

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

1. Position purpose

The Team Leader, Carer Gateway is responsible for the development, delivery, performance and quality of the Carer Gateway program outcomes. The position has an operational focus but is expected to contribute to the development of strategic initiatives and plans. The position is responsible for ensuring services meet and maintain accountability for statutory and reporting requirements.

2. Scope

Budget:

TBA

People:

- 10 employees (approximately)

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3. Relationships

Internal

- Executive and Senior Program Management
- Employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services
- Consumers, their families and advocates

External

- Consumers and their families, carers and/or advocates
 - Government funding bodies and contracting organisations
 - Consortia partners
 - Carer Gateway network providers
 - Other Community Service Organisations as required
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4. Key responsibility areas

Leadership and professional practice

- Participate in operational planning and localised team, program, and service planning in accordance with Strategic Plan and business operational objectives.
- Implement innovations that have been developed to improve service delivery using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs.
- Implement consistently high-quality, consumer-centered and culturally competent programs and services.
- Ensure that regular, appropriate supervision and reflective practice is provided across the program and that service delivery reflects contemporary practice.
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant).
- Contribute as directed to research, conferences, training and/or forums.

Service delivery and partnerships

- Provide clinical support, advice and supervision to Assessment and Planning Officer across the Eastern Metropolitan region of Melbourne, Gippsland, and Goulburn Northeast.
- Develop and maintain positive relationships with external stakeholders and internal employees in accordance with Uniting's values and professional standards of behaviour.
- Work directly with clients and carers to address grievances and mitigate gaps in service delivery in a consumer-partnership mindset.
- Work in conjunction with the Manager, Carer Gateway to develop annual team plans and individual work plans alongside relevant parties.
- Manage workloads and workflows and ensure consumers receive timely and appropriate services.
- Work in conjunction with the Manager, Carer Gateway to ensure the team is meeting funding requirements through monitoring of team targets, Key Performance Indicators (KPIs) and the collection of data about services to ensure funding compliance.
- Ensure comprehensive and up to date records and case notes in the client information management system are recorded according to service standards and practice.
- Ensure reporting requirements for programs are undertaken.

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- Collect and analyse data and other relevant evidence to support continuous improvement, staff development and business development purposes. Contribute to policy and process development to ensure best practice approaches are implemented in supporting carers.
- An understanding of the need to recognise and consider the unique perspective of carers in reference to the Carer Recognition Act 2010.

Legal requirements, risk, and financial 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.
- Contribute to annual budget development and take accountability for monitoring and management of financial and human resources to achieve optimal service outcomes, efficiency and sustainability.
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required.
- Embed strong risk management practices and 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 in line with agency policies and procedures.
- Monitor appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.
- Manage brokerage arrangements, including acquittals, in line with required procedures.
- Ensure that expenditure promotes optimal consumer and/or community outcomes within allocated budget.
- Assist Manager to provide regular reports on service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required.

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.

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.

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- 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

- Quality and performance of programs and services
- Workforce performance and development
- Stakeholder engagement
- Risk management

6. Person specification

Qualifications

- University qualification, degree level or above in social welfare, psychology, Social Work or related discipline plus three years post qualifying experience.

Experience

- Demonstrated experience and understanding of the Carer programs and supports.
- Demonstrated experience in a leadership role.
- Ability to manage programs/services, staff and budgets.
- Demonstrated proactive approach to problem solving, innovative thinking and decision making.
- Demonstrated ability to support change and improve team culture.
- Experience in developing and leading complex programs/services in the delivery of high-quality, consumer- and/or community-centric services.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Leadership:** knowledge and skill in leading and managing people within a complex service delivery environment; ability to build strong, high functioning teams and align teams with the organisational values and goals; role modelling expected behaviour.
- **Consumer-centricity:** extensive experience applying a consumer-centric, trauma informed and culturally competent approach to case work; supervisory approach which privileges the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families and their informal/formal support network to achieve optimal, sustainable outcomes.
- **Communication:** high level written and oral communication skills; ability to conduct presentations and prepare high quality reports.
- **Relationships:** track record of being able to form positive, collaborative and effective relationships with staff; ability to engage, build and maintain strong, mutually beneficial relationships with a diverse range of external stakeholders; negotiation and influencing skills including cross-culturally.
- **Change management:** demonstrated experience in leading successful change in collaboration with staff.
- **Problem-solving:** proven ability to take a solution-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment.

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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: