

JOB & PERSON SPECIFICATION

Position title	Team Leader	Award	SCHADS
Division	Family Domestic Violence Prevention Service	Classification	Level 7
Section	Client Treatment Services	Probation period	As per contract
Location	Adelaide metropolitan	Hours per. week	As per contract
Delegated \$ authority	N/A		

Job & Person Specification approved by the CEO:

Name	Signature	Date
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Job Specification

Purpose of the Position

The Team Leader's role is to provide leadership to the relevant service/programs, and teams to enable and equip service delivery. Leadership includes day-to-day planning, design, development, delivery, and coordination of services, proactive monitoring and evaluation and supporting team members through performance coaching and feedback, goal setting and development. The role will identify and understand team goals and evaluate team progress, providing regular and ad hoc reporting on program activities to set deadlines.

Reporting/Working Relationships

The Team Leader reports to the Chief Executive Officer. This position has line management responsibilities for all staff supporting program delivery under the service.

Development of effective and collaborative working relationships with internal stakeholders and professional networks as relevant to the work site and programs is also required.

Special Conditions and Requirements

- A current driver's licence.
- Appropriate National Police Clearances and Working with Children Checks must be maintained as directed.
- May be required to provide services intra state on occasion.

- Outreach and out of hours work.
- Participation in on-call roster as required.
- OARS Community Transitions follows the SA Government Information Sharing Guideline (ISG) to: Promote the Safety and Wellbeing of Children, Young People and their Families and the Site Support Officer is required to comply with and act in accordance with ISG Policy and Guidelines.

Key Outcomes and Associated Activities

Key Activities

Leadership

- Provide leadership and day to day direction to staff including task allocation and supervision.
- Provide formal and informal performance development, management and appraisals in consultation with the People and Culture team.
- Ensure client outcomes are achieved through efficient and effective processes and procedures.
- Develop and maintain staffing rosters across relevant programs and services.
- Develop and maintain professional relationships with relevant internal and external stakeholders.
- Positive promotion of OARS Community Transitions and services within the community, including representing organisation on approved internal and external committees and working groups.

Service Delivery

- Support a culture of continuous learning and quality improvement in the team, supporting staff with ongoing training and development of best practice interventions.
- Ensure provision of a range of program(s) through the development and delivery of high-quality interventions and services for clients.
- Oversee and perform day-to-day reporting requirements including data collection and collation and attendance/progress reports.
- Oversee client records, evaluation material and feedback.
- Liaise and network with a range of interested parties and stakeholders.
- Understanding and adherence to funding agreements/memorandum of understanding (MOUs), actively assisting in development and delivery.
- Regular reporting including evaluation against expectations, and contribute to program and organisational reports, and reports required by funding bodies and partners
- As directed, manage and maintain a portfolio of clients.

Planning, Service Development and Evaluation

- Support the identification of needs and the development and delivery of projects and improvements to existing projects and/or programs.

- Communicate regularly with peers and team regarding program development and service provision.
- Ensure a safe, supportive and effective team environment is established and maintained
- Ensure that services are assessed for quality and formally evaluated in accordance with funding requirements and broader organisational needs.
- Support ongoing effectiveness and efficiency of organisational policies and services, reviewing regularly and recommending adjustments.

General Responsibilities

- Role model standards and professional behaviours.
- Establish professional relationships with appropriate agencies such as DFSV providers, and specifically victim/survivor services.
- Foster strong communication with line manager to ensure support, development and supervision are met.
- Participate and seek regular professional development.
- Comply with and contribute to organisational policies, directives and guidelines.

Work Health and Safety

- Maintain a safe working environment in accordance with OARS CT Work Health and Safety Policies and Procedures.
- Participate in mandatory Work Health and Safety Training sessions.
- Ensure staff are aware of and implement relevant WHS policies and practices
- Ensure appropriate risk assessments are completed, recorded and accessible to relevant parties
- Identify and report hazards in the workplace.

Person Specification

Essential Minimum Requirements

Educational/Vocational Qualifications

- Tertiary qualification in Social Work, Counselling, Psychology or equivalent with extensive experience in the family violence sector or closely related field
- A demonstrated understanding of domestic and family violence and the impact of violence.

Personal Abilities/Aptitude/Skills

- Personal commitment to the practice and principles of non-violence, justice, social inclusion and gender equity issues.
- Demonstrated ability to effectively supervise the delivery of case management/ therapeutic interventions and staff delivering these as appropriate.

- Ability to motivate team to achieve team and personal goals; taking responsibility and encouraging team members to do the same
- Conflict management and resolution skills.
- Ability to develop and maintain professional networks, including committee participation.
- Ability to think conceptually and innovate, develop plans, implement strategies and evaluate results.
- Ability to implement policy with broad direction.
- Ability to provide robust reporting with sound analysis, maintain records, and utilise client database systems.
- Excellent time management and prioritisation skills.

Experience

- Demonstrated people leadership experience overseeing professionals within a counselling, mental health, wellbeing, or human services environment.
- Working with disadvantaged people with high and complex needs.
- Working collaboratively with a range of service providers, including networking and advocating
- Working under minimal supervision.

Knowledge

- Support services and referral pathways available for individuals with high and/or complex needs.
- Working knowledge of the criminal justice system, including responses to Domestic, Family and/or Sexual Violence.
- Workplace Health, Safety and Welfare Principles.

Desirable Characteristics

Educational/Vocational Qualifications

- First Aid Certificate.

Personal Abilities/Aptitudes/Skills

- Proficient IT skills, including CRM tools, reporting and data extrapolation.

Experience

- Working with people from a range of cultures and social backgrounds.
- Experience in assessing needs and risks of domestic/family violence offenders.
- Experience applying practice approaches that recognise the impacts of trauma while maintaining clear expectations of accountability and responsibility for the use of violence.
- Assessing needs and risks of disadvantaged people, particularly ex-offenders.

Knowledge

- An understanding of restorative justice principles.
- Project management.

Acknowledged by Occupant

I confirm that I understand and agree to the expectations of this role as listed in this Job Description and confirm that I have the skills and experiences to undertake these.

Name

Signature

Date