

**POSITION DESCRIPTION**

|  |  |
| --- | --- |
| **Position Title:** | Team Leader – Better Futures |
| **Location:** | Morwell |
| **Reports To:** | Manager – Youth Services |
| **Key Internal Contacts: (Program)** | Better Futures Team |
| **Hours of Duty:** | As per the Employment Agreement |
| **Duration:** | The period of employment is dependent upon ongoing funding. |
| **Salary Classification:** | SCHADS Award Level 7 |

|  |  |
| --- | --- |
| **About Quantum** | |
| Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:   * Homelessness including youth crisis accommodation * Tenancy advocacy and support * Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers * Family violence support for women and children * Youth programs * Out of Home Care including Foster Care   Quantum believes the celebration of diversity makes us and the community stronger.  We are committed to embracing everyone’s individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people.  Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone’s right to feel respected, safe, welcome and valued.  In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below. | |
| **Vision:** | Our Vision is to enrich the wellbeing of Gippslanders |
| **Values:** | Respect, Integrity, Empowerment |
| **Our Core Values:** | * we are inclusive * we are accountable * we strive for sustainable outcomes * we are proactive * we show care * we are agile and adaptive |
| **Our Goals** | * Provide the right services and programs in the right places. * Increase access to early intervention and prevention services. * Attract, engage and invest in our people. * Build the profile of Quantum. * Achieve a sustainable business model |

|  |
| --- |
| **Primary Position Objective** |
| * Lead the Better Futures/ Leaving Care Suite of programs at Quantum in order to service those in Gippsland that are transitioning or have transitioned from the care services system * Lead/supervise other programs as needed * Provide direct day to day operational supervision and support to the staff providing these programs for Youth across the Gippsland region. |

|  |  |
| --- | --- |
| **Duties and Responsibilities** | |
| **Team Leader** | * Support and motivate staff to meet program and agency goals and ensure appropriate standards of practice. * Utilise the Advantaged Thinking framework of practice and model it’s use in service delivery to staff * Monitor caseload demands and allocate cases to team members. * Ensure the program's administration functions are completed accurately and on time, including assisting in meeting internal and external data collection and reporting requirements. * Maintain the morale of the program area and encourage a positive team building approach to service delivery. * Chair and schedule team meetings as well as external meetings as needed. * Participate in the ongoing implementation, evaluation and monitoring of the program's service delivery requirements and contribute to program planning. * Identify and develop quality improvement initiatives in cooperation with the Manager of Youth Services * Coordinate initial assessment, allocation and monitoring of service delivery of the programs. * Prepare reports as required for Quantum, and program related funding bodies with statistical and service data as per the Service Agreement. * Provide support and as required prepare funding submissions and inform program logic for future growth in the stream area. * Manage and monitor program budgets at the operational level * Deputise for Stream Manager as required. |
| **Staff Support** | * Assist the Manager in staff selection, staff induction and staff evaluation / appraisal. * Provide day-to-day support to team members in relation to the delivery of effective case management, including assistance to staff in clarifying case issues and assist with debriefing when required. * Provide regular formal supervision and conduct annual staff reviews in line with agency policy. * Assist information flow between management and program staff. * Assist in identifying staff training needs. |
| **Service Delivery** | * In negotiation with the Stream Manager be responsible for a caseload of clients during period of program demand or client complexity. * Ensure services provided are relevant and accessible to marginalised groups within the community. * Within a case management framework, ensure that young people and their families have access to resources such as counselling programs, income security, training, educational or recreational programs and where necessary, safe and secure accommodation. * Actively promote the establishment and maintenance of positive family relationships and where appropriate and possible, facilitate and encourage family access, reconciliation and reunification. * Ensure the provision of intensive support to young people and their families referred to the program in order to prevent family breakdown.. * Ensure program staff contribute to an integrated holistic approach to service delivery for clients accessing the program. * Ensure program staff provide clients with information and referral to a broad range of community resources. |
| **Community Development & Networking** | * Participate in community development by disseminating information to other agencies, community groups, local governments and other relevant services. * Work in partnership with other agencies in maintaining an effective service delivery system for clients who are at risk of: becoming homeless, significant family breakdown, or becoming involved with child protection. * To work in partnership with other agencies in maintaining an effective service delivery system for clients. Including regular attendance in local and regional meetings. |
| **Agency Participation** | * Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Manager Youth Services. * Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings. * Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning. * Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews. * Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework. |
| **Administration** | * Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants * Maintaining accurate records. * Maintain case files for all program participants. * Reporting on a weekly, monthly basis or as requested. * Perform other duties relevant to Quantum Support Services' daily operations as directed by the Practice Leader and Quantum Support Services Line Management. |
| **General** | * Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. |
| **Health and Safety** | * Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures. * Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff. |

|  |  |
| --- | --- |
| **Key Selection Criteria** | |
|  | **Team Leader Functions**   1. Demonstrated experience and skills in the day-to-day supervision and coordination of staff particularly in a family support and/ or mediation service. 2. Demonstrated experience in leadership including the capacity to lead staff groups, give direction appropriately and provide structured supervision. 3. Demonstrated excellence in communication and interpersonal skills, which can be appropriately used when working with clients, families, colleagues, government departments and community organisations. 4. Demonstrated ability to implement, monitor and evaluate a service that meets client needs, within policy and program guidelines.   **Service Delivery**   1. Understanding of the social & political issues impacting on young people who are at risk of homelessness. 2. Understanding of Child Protection matters and relevant legislation. 3. An Understanding of the Advantaged Thinking model of practice 4. Demonstrated experience and knowledge of case management practice and theory. 5. Demonstrated capacity to deliver culturally sensitive practices in working with the client group. 6. Previous experience in related work with the client group which demonstrates the ability to engage young people and their families. 7. A commitment and ability to create strong links with appropriate service networks and partnerships, and an understanding and knowledge of the available resources in Gippsland. 8. An understanding of team responsibilities and dynamics, and the skills required to be an effective team leader. 9. Extensive experience in the provision of individual, family and adolescent support, mediation and early intervention strategies. 10. Service Delivery 11. Understanding of early interventions frameworks and the importance of these when working with vulnerable and at risk young people.   **General**   1. Excellent literacy and computer skills. 2. Ability to work with minimal direction and supervision. 3. Excellent time management skills. 4. Enthusiasm, energy and interpersonal skills. |
| **Mandatory Qualifications** |  |
|  | * Minimum requirement of Diploma of Community Services or other relevant or appropriate tertiary qualifications and/or experience relevant to this position. * Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone numbers of three referees. |

|  |  |
| --- | --- |
| **Conditions of Employment** | |
| **Required** | * Current Working with Children Check (full not voluntary) * Current National Police Check (with no findings) prior to commencing employment and every 3 years thereafter. * Compliance with Quantum’s Child Safe Standards * The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. * The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum Support Services Inc. * The successful applicant is required to comply with the policies of Quantum Support Services Inc. * This position is subject to an annual Review. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Acknowledgement** | | | |
| Please sign and date to acknowledge you have read and understood this position description. | | | |
| **Name (employee)** |  | **Date:** |  |
| **Name (line-manager)** |  | **Date:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Document Tracking** | **Version** | **Issue date** | **Review Date** |
| Created January 2018 | 1. | January 2018 | January 2021 |
| Revised July 2018 | 2. | 19th July 2018 | July 2021 |
| Revised January 2021 | 3. | 29th January 2021 | January 2024 |
| Revised March 2021 | 4. | 23rd March 2021 | March 2024 |
|  |  |  |  |
|  |  |  |  |