



Position Description

Team Leader- Youth and Family

Western Sydney

Wesley Dalmar Child and Family

November 2022

Agreement

Signed – Employee

Signed – Manager

Date

Date

Do all the good you can
because every life matters



1. Overview of Wesley Mission

Wesley Mission is a Christian organisation that has been caring for people for over 200 years, continuing the work of Jesus Christ in Word and deed.

Our Vision

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Our Mission

Continuing the work of Jesus Christ in Word and deed.

Our Values

Out of Christian love and compassion we are driven by:

- Christlike servanthood
- Unfailing integrity, and
- Courageous commitment.

The organisational plan is based on five key result areas, namely:

- our clients
- our people
- our stakeholders
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Wesley Dalmar Child and Family

Wesley Dalmar Child and Family is made up of numerous teams that support the communities and the people in need. The various teams build resilience and strengthen capacity in the local communities where we work. Providing support to people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All The Good We Can, By All The Means We Can, In All The Ways We Can, ...” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley Mission’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

Service areas and contracts include

- Assistance with Care and Housing
- Early Intervention and Prevention
- Emergency Relief
- Emergency Response
- Financial Counselling
- Financial Capability programs
- Gamble Aware programs
- Getting it Together
- Homes for Heroes
- Mums and Kids Matter
- Newcastle Hub
- ParentsNext
- Specialist Homelessness Services
- Youth AOD Health
- Young Healthy Minds
- Youth Hope
- Wesley Dalmar, an Out Of Home Care Service accredited by the Office of Children’s Guardian and regulated by the OCG standards



3. Overview of role

Team Leaders operate at SCHADS 6 level.

Level 6 employees will work mainly autonomously and under limited direction from more senior employees or management. They will often perform a variety of tasks which may involve the development of operational practices, policies, and guidelines. Employees will have more responsibility and influence over the operational activities, they may also be required to prepare the organisational budgets and establish work procedures. Employees could also be asked to negotiate matters on behalf of the organisation and are expected to have a comprehensive understanding of the organisation's long-term goals.

Level 6 employees may draw upon their expertise to exercise decision-making and advise employees at lower managerial level. For the areas in which they are responsible, employees are expected to set outcomes to achieve the organisational objectives. They may also be required to organise and coordinate programs and projects and will be senior members in the project team.

Employees will have an increased amount of:

- Responsibility
- Impact on activities and objectives
- Decision making and authority
- Ability to delegate tasks

Team Leaders are empathic leaders, engendering a spirit of 'strong kindness' and generosity of spirit across the hubs.

Team Leaders work at the prevention and earlier intervention end of the care continuum, and within a community development, strength based, solution focussed framework.

Team Leaders lead a professional, pragmatic and highly organised team to deliver:

- An integrated centre, bringing together locally-based Wesley Mission services and programs
- An integrated centre, bringing together a range of locally-based services and programs
- Provision of a clearly defined range of early intervention and prevention services within a community development, strengths based, solution focused framework
- A professional team of volunteers trained and supported to assist in the work of the Hub.

...you get to a stage when you have to say: "How do we get upstream, rather than just dealing with the problems when they arrive fully formed downstream?" Jon Collins, Nottingham Council Leader

4. Relationships

Reports to: Regional Manager, Child, Youth and Family Services- Newcastle based

Works with: Key staff across all of Wesley Mission
Child and Family Team
Wesley Mission Hub Coordinator
Local services and agencies
Funding bodies and stakeholders

Direct reports: Youth and Family Team



5. Major role responsibilities

5.1 Our Clients

Work with Regional Manager to:

- Work within the Youth and Family team to deliver a program that;
 - is child, young person and family centred to build capacity for change
 - uses a strengths based approach to planning and implementation
 - uses a child wellbeing lens for holistic action
 - builds social capital within communities
 - provides outcomes based services, utilising common screening, monitoring and assessment processes
 - recognises the impact of trauma to develop and implement trauma informed policies and practices
 - is flexible to reflect that families needs are not static, resulting in families transitioning in and out of hardship and disadvantage and our services respond to this
- Develop and implement systems, processes and procedures to ensure streamlined service delivery. Review service delivery annually to ensure program fidelity.
- Conduct Wesley Mission's bi-annual Client Satisfaction Survey, addressing the four main questions:
 - Would you recommend/reuse Wesley Mission
 - The service listened to and understood my issues
 - I am happy with services received
 - I am better able to deal with the issues I sought help with
- Develop response plan based on survey results and adapt services in line with feedback
- Ensure our clients receive services from a team of compassionate, caring, resilient staff who work with clear objectives and maintain strong boundaries

Performance measures

- 100% compliance with program targets
- 75% return rate of client satisfaction survey
- 80% satisfaction on 4 main questions in client satisfaction surveys
- Evidenced based practice implemented and reviewed consistently
- Child protection reports, case reviews and audits are child safe and in line with Wesley Mission policies
- DeX data is reflective of contractual obligations and KPI's

Measurement tools

- Carelink+
- DeX portal
- Outcome Stars or its equivalent for all client case plans
- Evidenced based assessment tools which can include; PWI, ORS and SRS
- Wesley Communities bi-annual client satisfaction survey

5.2 Our people

Wesley Communities Principles



- We are empathic leaders; strong kindness and generosity of spirit define how we lead our people
- We work with our people from a strength based, solution focussed framework
- We encourage a culture of being loyal to those who are absent
- We provide clarity around roles and responsibilities
- We err on the side of 'catching our staff doing something good – and telling them'
- We extend the most generous interpretation to the intentions, words and actions of others*
- We believe people are doing the best that they can*, *until they prove otherwise* *Brene' Brown
- We work within Wesley Mission's Human Resources processes to address performance issues as soon as they arise

Responsibilities

- Ensure all employees work in line with SCHADS award characteristics
- Ensure all caseworker and therapeutic positions recruited at SCHADS 5 and above hold a tertiary qualification
- Ensure all staff supervisors hold essential qualifications for their specific discipline
- Include relevant SCHADS award characteristic on the final page of each position description and ensure employees understand the characteristics of their role and how they will be held accountable for fulfilling these characteristics
- Ensure all staff recruitment is compliant with Wesley Mission's policies and procedures and in line with Wesley Communities – Recruitment to Retention
- Provide positive and strategic support to all employees by:
 - Prioritising probation period meetings and addressing issues as soon as they arise
 - Organising and implementing external supervision and support in line with Wesley Communities Work Instruction – External Support
 - Developing and maintaining positive relationship with the Chaplain assigned to your area, and introducing the Chaplain to your teams as an important support member of the team
 - Implementing annual Training Matrix for each position
 - Ensuring all mandatory training is completed in specified timeframe
 - Introducing Flexible Work Arrangements in line with Wesley Communities Work Instruction – Flexible Work Arrangements
 - Encouraging and supporting all employees to take four weeks annual leave each and every year, ensuring annual leave balance does not exceed 8 weeks
 - Providing regular Lines Support Meetings in line with Wesley Communities Work Instruction – Line Support Meetings
 - Prioritising regular Team Meetings, ensuring agendas and actions distributed in timely manner
 - Complying with Wesley Mission annual Employee Contribution and Development (ECD) program
 - Encouraging and promoting participation in Wesley Mission events
 - Ensuring all Line Support meetings are documented and filed in staff personnel file
 - Provide quick and decisive responses to any performance issues, working in line with Wesley Mission's processes

Performance measures

- 80% staff retention (staff commencing from July 2021)
- 80% agree that their Team Leader leadership aligns with Communities Our People Principles
- 80% participation in Wesley Mission VOICE Survey
- 80% staff report
 - I feel emotionally well at work



- I am able to keep my job stress at an acceptable level.
- 100% of staff have current Working with Children Check and Criminal History Check
- 100% of staff have current professional development plan - ECD/PD alignment

Measurement tools

- Annual Communities Staff Survey
- HR Staff Retention Report
- Acceptable annual and personal leave balances
- Complete and up to date staff files

5.3 Our operations

- Quality Risk and Compliance
 - Develop QRC Plan with assigned QRC Specialist
 - Ensure Quality, Risk and Compliance is a standard Team Meeting Agenda item - used to provide status update on current plan, flag new issues and assign tasks
- Work Health and Safety
 - Ensure current Work, Health and Safety Plan is maintained
 - Ensure Hub has a current Staff Consultation Statement
 - Ensure each group, event and activity has a current Risk Assessment, reviewed and updated regularly
 - Ensure all staff have comprehensive knowledge of home visiting/out of office procedures and ensure compliance with processes
 - Ensure Work, Health and Safety is a standard Team Meeting Agenda item - used to provide status update current plan, flag new issues and assign tasks
 - Ensure WHS issues raised are actioned swiftly
- Marketing
 - As directed by the Regional Manager, implement Marketing Plan
- Site and partnership agreements
 - Address site issues as they arise
 - Maintain relationship with property owners
 - Ensure all WH&S issues are addressed and noted using the WH&S process
 - Ensure all sites have current WH&S plans
 - Ensure all sites have MOU's and rental agreements. Assist Regional Manager in creating and maintaining new and existing agreements
- Reporting
 - Ensure all reporting for funding bodies and Wesley Mission is accurate and completed within timeframes.
 - Streamline systems and processes with internal and external stakeholders

Performance measures

- Wesley Mission QRC, WHS and Marketing Departments report professional and productive working relationships with Team Leader role
- Actions plans closed out within allotted timeframe
- Marketing materials updated and reviewed annually

5.4 Our financials



- Comprehensive understanding of following year's budget by 30 June each year
- Ensure invoices and credit card are processed accurately, in line with budget and in a timely manner
- Provide staff training to ensure only budgeted lines are costed against – invoices, credit cards
- Conduct proactive planning to minimise underspend/overspend⁴
- Ensure monthly review of major expense variance to budget items:
 - Staff costs 70% of budget, liaise with WM Finance to provide monthly staff cost report
 - Travel
 - Program Service Expenses and Brokerage
 - Mobile phones, software licenses on BI report, making sure number and type of licenses and computer devices are reflected correctly in the depts

Performance measures

- Wesley Mission Finance Team report reflects minimal issues
- Budget is maintained and spent within reasonable practice guidelines

6 Professional responsibilities

- Other activities to support the delivery of the Wesley Dalmar Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment
- All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality



7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values
- confident professional with strong initiative and business acumen
- emotionally mature and resilient

Essential criteria

- Degree in Social Work, Psychology, Social Science or other relevant Degree;
- Demonstrated minimum 2 years' leadership experience in managing and leading staff to promote a cohesive and effective team providing service to young people and their families;
- Experience with leading a team to provide service to young people and families in diverse settings, including home and school visits, events, holiday camps and group work provision
- A proven ability to support staff whilst they develop case summaries, child protection reports and case studies to ensure client centred practice and processes are maintained and developed;
- Ability to build cooperative relationships with internal and external services and funding partners;
- An aptitude for reporting on client and service data to funding partners and stakeholders in an effective, professional, and timely manner;
- Demonstrated commitment to cultural awareness and competence in service provision with multicultural and/or multifaith and First Nations communities;
- Current NSW or National driver's licence, Working with Children's Check, COVID19 vaccination & criminal record history check.

Desirable Criteria

- A broad understanding of the Community Services sector within Blacktown, Nepean, Hawksbury and Blue Mountains communities

Social and community services employee level 6 - summary

Characteristics of the level

- A person employed as a Social and community services employee level 6 will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- General features at this level allow employees the scope to influence the operational activities of the organisation and would require employees to be involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it. Employees at this level will be expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.
- Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the workplace. Employees will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. They may be required to undertake the



control and co-ordination of a program, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation.

- Employees may exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities. Positions at this
- level may be identified by: impact of activities undertaken or achievement of stated outcomes or objectives for the workplace; the level of responsibility for decision-making; the exercise of judgment; delegated authority; and the provision of expert advice.
- Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff. Employees will be required to understand and implement effective staff management and personnel practices.

Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- undertake significant projects and/or functions involving the use of analytical skills;
- undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;
- exercise managerial control, involving the planning, direction, control and
- evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation;
- undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development;
- negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- provide advice on matters of complexity within the work area and/or specialised area;
- control and co-ordinate a work area or a larger organisation within budgetary constraints;
- exercise autonomy in establishing the operation of the work area;
- provide a consultancy service for a range of activities and/or to a wide range of clients;
- where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:
 - provide support to a range of activities or programs;
 - control and co-ordinate projects;
 - contribute to the development of new procedures and methodology;
 - provide expert advice and assistance relevant to the work area;
 - supervise/manage the operation of a work area and monitor work outcomes;
 - supervise on occasions other specialised staff;
 - supervise/manage the operation of a discrete element which is part of a larger organisation;
 - provide consultancy services for a range of activities.

Requirements of the position

Some or all of the following are needed to perform work at this level:

Skills, knowledge, experience, qualification and/or training

- comprehensive knowledge of organisation policies and procedures;
- specialist skills and/or supervision/management abilities exercised within a multi-disciplinary or major single function operation;
- specialist knowledge gained through experience, training or education;



- appreciation of the long term goals of the organisation;
- detailed knowledge of program activities and work practices relevant to the work area;
- knowledge of organisation structures and functions;
- comprehensive knowledge of requirements relevant to the discipline.

Prerequisites

- degree with substantial experience;
- post graduate qualification;
- associate diploma with substantial experience;
- attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

Organisational relationships

- works under limited direction from senior employees of the Committee of Management or Board;
- supervision of staff.

Extent of authority

- exercise a degree of autonomy;
- may manage a work area or medium to large organisation or multi-worksite organisation;
- has significant delegated authority;
- selection of methods and techniques based on sound judgment;
- manage significant projects and/or functions;
- solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters.