

UnitingCare Gippsland Position Description

Position Title:	Practice Leader – Integrated Intake/Case Management Client Services
Award:	Above award with conditions based on the Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	
Hours Per week:	Full time / 38 hours
Responsible to:	General Manager Client Services
Any special conditions:	Based in Sale

Key Summary of Functions:

The Practice Leader position is responsible for creating a just and equitable Gippsland through maximizing agency performance, quality and sustainability via leadership, mentoring and development of agency staff, consumers and community. This is an operational role which supports the implementation of strategic and operational goals and plans of the agency. The Practice Leader forms part of the Executive team, reporting to General Managers and will supervise the Integrated Intake team and the Integrated Case Management team. Duties include but are not exhaustive to working collaboratively with external agencies, liaising with DHS, chairing meetings, attend internal/external meetings, supervising staff and continuous risk assessment within relevant frameworks and decision making relating to the wellbeing of vulnerable children, youth, families and individuals. UnitingCare Gippsland encourages all staff to work autonomously as appropriate and to actively participate in influencing the direction of the agency.

Key Duties:

Community and inter-agency relations:

- Reviews services and makes recommendations in response to changing needs of relevant groups in the community.
- Represents the organisation and promotes awareness of key issues in community networks.
- Demonstrates commitment to social justice and social inclusion.

Professionalism

- Sees that staff recognition processes are aligned with organisational values and that behavioural expectations/Code of Conduct are communicated and adhered to.
- Supports the Management Team to implement systems, address adverse events and problems and assists teams to take proactive approaches to problem solving.

Communication

- Advocates for clients and staff to advance their interests and communicates needs to Management Team.
- Models self-awareness, self-management and social awareness in communications, problem solving and conflict resolution.
- Motivates others through personal interactions and mentors development of emerging leaders.

Leadership and teamwork

- Generates and encourages ideas for innovation and enhanced working practices to achieve organisational mission.
- Contributes to team plans and relates team work to strategic objectives.
- Manages team dynamics, supports productive working relationships and work-life balance.
- Builds team spirit and supports team member's development.

Resources, assets and sustainability

- Prepare program and project budgets, and reviews financial performance.
- Aims for appropriate use and sustainability for all finance and other agency resources and assets.

Service delivery

- Demonstrates and encourages reflective and evidenced based practice.
- Manages, monitors adherence to and reports upon relevant funding and service agreements / contracts.

Program management and policy development

- Participates in the review and development of policy and utilises policy and procedures to guide work practice.
- Contributes to program objectives and develops and implements quality improvement plans / business plans.

Change and responsiveness

- Supports change management processes and assists others to adapt to change.
- Generates and shares ideas and encourages others to reflect on activities and reflect on ideas for innovation and improvement.
- Establishes ways to capture, communicate and share innovative ideas and practices

Governance and compliance

- Supports and contributes to the development of quality, risk, OH&S, legislative and compliance systems and processes to ensure that quality outcomes are achieved.

General

- Ensure all administrative and reporting requirements of the program are completed and submitted to the relevant organisations within the appropriate timeframe.
- Use principles of best practice to provide an innovative and responsive program.
- Maintain current and accurate case notes, records and statistical information.
- All staff are responsible for upholding consumer rights, privacy, confidentiality and informed consent.
- All staff are responsible for identifying, monitoring, resolving and reviewing OH&S and risk management issues.
- Undertake review and evaluation of program and professional practice.
- Comply with organisational effectiveness strategies of UnitingCare Gippsland, including development of quality plans, personal objectives and training plans.
- Assist in the general administration of *UnitingCare* Gippsland such as working the switchboard at peak times.
- Respect the diverse needs of all community groups and individuals to ensure that their needs are met in an inclusive and sensitive manner.
- Participate in agency quality accreditation processes.
- Other duties as directed.

Key Selection Criteria**Mandatory:**

1. Satisfactory National police check and Victorian Working with Children Check.
2. Tertiary qualifications relevant to the portfolio with three years post qualifying experience in case management.
3. Demonstrated ability to use computers efficiently including Word and Outlook.
4. Demonstrated ability to work within the vision, mission, policies and principles of the organisation.

Position:

1. Technical / specialist skills or program knowledge relevant to the portfolio
2. Ability to manage programs/services, staff and budgets.
3. Demonstrated experience to provide leadership to others.

4. Demonstrated proactive approach to problem solving, innovative thinking and decision making.
5. Demonstrated ability to support change and improve agency and team culture.
6. Ability to advocate and foster positive relationships to achieve best practice and outcomes.
7. Demonstrated ability to develop creative solutions to issues that arise within the community or workplace using community development principles.
8. Current Victorian Drivers License.
9. Demonstrated ability to relate positively to a large range of people from diverse backgrounds.

Key Uniting *Care* Gippsland Principles:

Uniting *Care* Gippsland staff are encouraged to deliver services in a community development continuum, within a multi-disciplinary team environment. All staff are asked to work within the broad principles of Consultation, Caring, Participation, Accountability, Sustainability, Transparency and Quality

I acknowledge that I have read and understood the requirements of the position and agree to work within the agency principles and policies.

Practice Leader Name**Signature:****Date:**

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General Manager:**Signature:****Date:**

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