

## POSITION DESCRIPTION

Position:	Team Leader
Reports to:	Executive Manager – Client Services
Direct Reports:	8-10
Status:	Permanent, Full time (38 hours per week)
Location:	Richmond/ Outreach sites
Pay rates:	SCHADS Level 6 + 9.5% Superannuation + Salary packaging

## ORGANISATION BACKGROUND

**inTouch Multicultural Centre Against Family Violence** provides services, programs and responses to issues of family violence in refugee and multicultural communities. By acknowledging the rights and diverse experiences of our clients, we develop and implement a number of culturally sensitive and holistic models for the provision of services to both victims and perpetrators of family violence. In tackling the issues of family violence we act on multiple levels – individual, relationship and community.

### Vision

inTouch's vision is for culturally diverse families to live free from violence.

### Purpose

inTouch's purpose is simple and clear – we are committed to changing lives, changing communities for the for better

## POSITION SUMMARY

The Team Leader provides leadership, direction and support to Direct Services Team, Student placements and Volunteers. This includes ensuring all staff are provided with regular professional supervision and appropriate development and training opportunities to enhance their capacity to provide a quality service.

The Team Leader is responsible for developing positive and effective partnerships with external service providers and family violence outreach services.

## KEY RELATIONSHIPS

Internal	Executive Manager Direct Services, inTouch Leadership Group, Case Managers, Legal Centre staff. The incumbent is expected to develop and maintain respectful and effective working relationships with all inTouch staff.
External	Service Providers, Community Legal Centres, Refuges, Government agencies including Victorian Police

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## POSITION ACCOUNTABILITIES

### Direct Service Delivery / Supervision

Ensure culturally safe and high standard of service delivery to women, their families and communities by:

- Providing leadership and direction to Direct Services team members to ensure the needs of children and their families are being met
- Monitoring and managing service requirements and demands, including staff workloads, client allocations and recruitment requirements
- Provision of monthly supervision to Direct Services staff, students and volunteers within the team
- Proactively responding to staff development and wellbeing needs
- Ensure all staff have a clear understanding to the requirements of their role including current best practice, mandatory requirements, case management, documentation, data collection and reporting, and contributing to sector awareness of inTouch practice and values
- Maintain a strong working knowledge of relevant theoretical, legislative and policy developments
- Lead implementation of new service development initiatives, both internal and those with an external mandate including supporting organisational implementation of relevant sector reforms
- Fulfil other duties, as required, commensurate with the capacity, qualifications and experience associated with the position and classification level
- May be required to undertake limited case work

### Data and Reporting

- Ensure accurate record keeping, according to program guidelines and agency registration obligations
- Supervise and quality control maintenance of client files in line with legislative and policy requirements
- Maintain accurate statistical data using organisations current data systems as required by inTouch and the Department of Health and Human Services
- Contribute to performance monitoring, reporting and acquittal as required

### Service Development

- Working closely with the Executive Manager Direct Services, take initiative and responsibility for on-going service development, implementation, continuous improvement and innovation in inTouch's culturally safe programs for CALD women, their families and communities
- Actively contribute to planning and leading change, including greater use of technology and engaging more actively with client feedback to inform service improvements while ensuring services are provided in accordance with the departmental standards, program requirements and Family Violence practice guidelines and frameworks
- Promote an integrated service within inTouch through close collaboration with the inTouch Legal Centre and Capacity Building and Projects Team
- Develop and maintain strong relationships with key universal, secondary and tertiary child and family services, including local, state and federal government departments, community service and legal organisations.
- Advocate for inTouch and the needs of migrant and refugee women with key stakeholders. Provide consultation and feedback on key issues, to ensure the needs of inTouch clients are taken into consideration. This may include, but is not limited to, feedback on sector reform or legislative change.
- Contribute to organizational development, including strategic service development and quality improvement initiatives

## KEY SELECTION CRITERIA

- Tertiary qualification in social work, psychology or a related discipline and/or other relevant experience
- A comprehensive understanding of the nature and dynamic of family violence and its impact on victims/survivors

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- A demonstrated understanding and awareness of structural and social inequities which discriminate against women and children from Culturally and Linguistically Diverse backgrounds (CALD)
- A sound knowledge and familiarity of family violence related policies and legislation
- A proven ability to develop, coach, manage and lead a team in quality casework practice
- Demonstrated skills in dealing with complex casework situations, including the ability to respond to crises and emergencies
- Highly developed interpersonal and communication skills, both written and verbal.
- Excellent time management and negotiation skills
- Advanced computer skills and competencies

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies
- Contribute positively and proactively to team and organisation wide OH&S activities

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

## CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience
- The position will attract five (5) weeks annual leave per annum
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy
- Superannuation Scheme is available through HESTA or an employee nominated fund and the provisions of the Superannuation Guarantee (Administration) Act 1992 will apply
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national and/or international criminal records check, working with children check, proof of identity and qualifications. One referee must be from the most recent direct supervisor
- Signing a Confidentiality Agreement is a personnel requirement of inTouch
- The successful applicant will initially be engaged for a probationary period of three months
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition
- Some travel within Victoria may be required from time to time. A current Victorian Driver's License is essential
- inTouch has a smoke-free workplace policy.

## PRIVACY NOTIFICATION

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The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

## APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from women only.

To apply, send a short covering letter explaining why you are interested in this position, your CV and a brief document addressing the key selection criteria (2 pages max.).

Email your application to [recruitment@intouch.org.au](mailto:recruitment@intouch.org.au)

## AUTHORISATION

I hereby accept the above *Terms of Employment*.

Signed:

Date:

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Michal Morris  
(Chief Executive Officer, inTouch)

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(Employee)

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