

POSITION DESCRIPTION: TEAM LEADER CHILDREN'S CONTACT SERVICE (CCS)

Position Description	<p>The position of Team Leader CCS is part of the senior team in the region, a key advisor to the Centre Manager in their practice area and holds significant autonomy and decision making capacity. The primary function of the role is to provide supervision and leadership in the program area, as well as providing direct service delivery where required. The role is situated between the Centre Manager and front line staff.</p> <p>The role requires well developed practice and clinical supervisory skills, as well as flexibility, initiative, coordination and organisational skills.</p> <p>Team Leaders may have both Program and Centre responsibilities managing the organisational interface with clients and external customers and ensuring the provision of quality services through support, supervision and facilitating team functioning and performance.</p>	
Reports to:	Centre Manager (Location specific)	
Position Liaises with:	<p>Internally: CCS staff, other centre staff, Practice Leaders and Practice Specialists, General Managers, EGM's, Partnerships and New Business, and other staff</p> <p>Externally: Commonwealth/State Government Departments, auditors and other stakeholders</p>	
Location:	Various	
Strategic Goals	Areas of responsibilities	Key Measures
Client Focus	1. Responsible for the support of service delivery	<p>1.1 Actively promotes a strong and professional service culture that is responsive to the needs of clients.</p> <p>1.1.1 Delivers a client centred, integrated service of a high standard and in accordance with established and agreed RANSW policy and practice.</p> <p>1.1.2 Facilitates team relations within the CCS and Centre</p> <p>1.2 Ensures the provision of quality services to clients and customers via staff clinical supervision and program facilitation.</p> <p>1.2.1 Provides effective case consultation and clinical supervision</p> <p>1.2.2 Provides knowledge of community resources, including referrals and other services in the health, legal and community sectors</p> <p>1.2.3 Maintains a client case load according to Centre needs/priorities</p> <p>1.2.4 Liaises with Centre Manager and Team Leader Centre Support to ensure accurate input of program data by CCS staff</p>

	<p>2. Responsible for the effective and efficient management of the Program</p>	<p>1.3 In partnership with the Centre Manager, ensures the effective and efficient performance of services within the position authority:</p> <p>1.3.1 Monitors intake procedures, case allocation and customer service within the Centre or across regions</p> <p>1.3.2 Manages waitlists within policy and guidelines</p> <p>1.3.3 Manages client complaints promptly as required</p> <p>1.3.4 Ensure all clients are screened for suitability for access to the service and ongoing safety.</p> <p>1.3.5 Provides triage of complex cases when escalated from administration/intake staff</p> <p>1.3.6 Responds to requests for client files and management of Court ordered referrals including subpoenas</p> <p>1.3.7 Contributes to the effective implementation of customer feedback</p> <p>1.3.8 Contributes to service promotion and referral pathways in the CCS program and Centre</p> <p>2.1 Liaises closely with and seeks guidance from Practice Quality and Innovation (PQI) to ensure the CCS meets service delivery standards, quality, performance and legal compliance</p> <p>2.2 Contributes to the implementation and evaluation of strategic, business and project plans within the Program</p> <p>2.3 Ensures the CCS remains relevant to, and well connected, with other services within and outside the organisation.</p> <p>2.3.1 Reports on practice standards, methods of service delivery and other portfolio responsibilities</p> <p>2.3.2 Implements Program/Centre revisions and updated materials</p> <p>2.3.3 Monitors the allocation of resources to provide adequate and timely service delivery with staff effectively supported in their work</p> <p>2.4 Assists the Centre Manager in enabling change to develop and improve practice</p> <p>2.5 Ensures the work of the organisation is well promoted in the Centre and supports cross sector collaboration and maximum uptake and delivery.</p> <p>2.6 Provides consultation and external supervision contracts to other organizations as required</p>
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People	<p>1. Assists in the development and support of practitioners</p> <p>2. Accepts personal responsibility for overseeing and maintaining safe work practices</p>	<p>1.1 Helps foster an organisational culture that attracts, rewards and retains high calibre staff:</p> <p>1.1.1 Supervises the work of practitioners, oversees performance, and contributes to staff performance reviews.</p> <p>1.1.2 Provides advice to the Centre Manager on staff development needs, client issues and escalations</p> <p>1.1.3 Ensures team workloads are managed and staff have access to professional development opportunities</p> <p>1.1.4 Works closely with the Centre Manager to monitor performance and ensure budgets, targets and KPI's are provided to and reviewed with staff if required</p> <p>1.1.5 Contributes to the development of a positive culture where staff are valued, well supported and motivated at work</p> <p>1.1.6 Identifies performance issues and works closely with the Manager to address and resolve issues including participation in practitioner disciplinary matters if requested.</p> <p>1.1.7 Recognises opportunities for reward and recognition</p> <p>1.1.8 Provides appropriate conflict resolution and clear communication especially around organisational changes</p> <p>1.1.9 Contributes to staff development, which may include training and/ or coaching as required</p> <p>2.1 Demonstrates integrity, respect and professionalism at all times – and demonstrably lives the RANSW values.</p> <p>2.2 Demonstrates safe work practices including identification and reporting of hazards/workplace incidents as they occur.</p> <p>2.3 Monitors and promotes WHS awareness and reporting as well as personal responsibility.</p> <p>2.4 Ensures that the Centre Manager and General Manager are well and fully informed on all aspects of the operations, including any risks to the organisation.</p>
Sustainability	<p>1. Along with key stakeholders develop and review the Customer Services Operational Plan</p>	<p>1.1 In consultation with the Centre Manager aligns Centre objectives with the Customer Services Business Plan, and organisational Strategic Goals.</p> <p>1.2 Keeps client, supervision and program records in compliance with relevant funding agreements and legislation.</p>

	<p>2. Accountable for Centre budgets which contribute to the Customer Services Annual Budget</p> <p>3. Ensures Regulatory Compliance</p>	<p>2.1 Works with the Centre Manager to contribute to annual budgets and works within budget to ensure effective service delivery.</p> <p>2.2 Contribute to tenders and submissions when required.</p> <p>3.1 Gains and maintains current Working with Children Check, National Criminal History Checks and any other requirements where appropriate.</p> <p>3.2 Demonstrates knowledge of and adheres to current RANSW policies and procedures.</p>
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KEY COMPETENCIES

- **Inspiring others** – creates a climate in which people are driven to do their best. Motivates and empowers others in the workplace, acknowledges the contribution of all staff to the achievement of the strategy
- **Interpersonal and Communication Skills** –Timely resolution of enquiries or work requests; demonstrates initiative, adaptability in difficult situations and a high level of effective verbal and written skills in dealing with people at all levels
- **Knowledge** – The ability to Supervise staff and apply knowledge and common sense to a variety of situations using pragmatic can do attitude; is able to assess the facts, identify opportunities, assess the risks and make recommendations in relation to the improvement of programs and services; ability to work to strict deadlines and adapt to changing conditions.
- **Teamwork** – works collaboratively with Centre Manager, Practice Quality and Innovation, GM Customer Relationships and GM Customer Experience to accomplish program and centre goals and reinforce the vision; respects the needs and contributions of others and is a leader in reinforcing a team approach.
- **Self-Motivated** - Self-starter with excellent organisational and time management skills; ability to self-motivate and multi-task and work independently; Aptitude to think on your feet and produce practical answers; Proactive, shows initiative & leads by example, ensuring staff are accountable.
- **Business Acumen** – Knowledgeable in current practices, trends, technology and information affecting the sector and organisation. Experience in business information analysis and interpretation

SELECTION CRITERIA

Essential requirements

- Relevant Tertiary Qualifications in the human services area (eg social work, psychology), or other relevant qualifications
- Qualification or demonstrated competencies in supervision, couple or family therapy, family dispute resolution, mediation, counselling, group work, workplace training, psychotherapy, case management
- Five years' experience full time working with families and children as counsellor, couple and family therapist, professional worker or 2500 hours of supervised clinical practice.
- Demonstrated skills, experience and training as a clinical supervisor, giving and receiving live group work supervision
- Demonstrated competence and understanding of working within a trauma informed framework
- Demonstrated competency in use of technology (including Microsoft office programs)
- Demonstrated experience in delivering quality customer service to internal/external customers
- Excellent communication skills- written and verbal
- Please note a Current Drivers Licence may be essential depending on Centre requirements.
- National Criminal History Check clearance and NSW Working with Children Check Clearance

Desirable requirements

- Qualifications or demonstrated competencies in working with families and children
- Experience in delivering training to professional groups