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| **POSITION DESCRIPTION** |
| **Position Title:** | Team Leader - Justice & Housing Support |
| **Service/Facility/Department:**  | Homelessness Services Women & Families (HSWF) |
| **Direct Reports:**  | Recovery Practitioners - WEIS and QDAC |
| **Key Relationships:**  | **Internal:** Anglicare managers and team members, HSWF team |
| **External:** Service users, Government departments and agencies, community organisations |

**Position Statement / Overall Purpose**

The overall purpose of the Team Leader, Justice & Housing Support is to provide client–centred planned support for women of the Women’s Early Intervention Service (WEIS) who have a history of involvement in the criminal justice system not involving incarceration; and for men and women of the Queensland Drug and Alcohol Court program (QDAC) who have a history of long term substance misuse and incarceration; and provide guidance and leadership to the Justice & Housing Support team.

The Team Leader - Justice & Housing Support will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current Blue Card (Working with Children)
* Current Queensland Driver Licence
* Degree in Social Work, Human Services or Justice, and/or equivalent practical experience in the criminal justice system, housing and homelessness and related service systems including health, mental health and drug and alcohol

**Key Selection Criteria**

* Extensive experience in case management and assessment of adults within the criminal justice system and/or housing and homelessness and/or child safety
* Skilled in intervention strategies including family support, homelessness, specific needs of women, child safety, Aboriginal & Torres Strait Islander culture, and drug & alcohol misuse
* Understanding and application of Trauma Informed practice and Recovery Oriented practice
* A background in leadership and team support, including day to day operational supervision
* Well-developed written and verbal communication, negotiation and influencing skills
* Collaborative and productive; able to build rapport and develop relationships with a wide range of stakeholders
* Solutions-focused and self-managing with the ability to work as part of team
* Competency with Microsoft Office; capacity to learn and use other software and systems

**Key Accountabilities and Responsibilities**

1. **Accountability: Service delivery**

***Provide facilitation and team support in individual, effective case management***

**Responsibilities:**

* Develop case plans, facilitate goal setting and create strategies to address identified support needs
* Provide strategic direction and leadership; promote critical reflection and information sharing for case planning
* Support best practice approaches and recognise links between interconnected issues
* Provide professional, consistent and ethical practice to improve outcomes for vulnerable women and families
* Complete intake requirements including referrals, assessments and associated documentation
* Develop safety strategies / programs and provide ongoing support where crisis intervention is required
1. **Accountability: Administration**

***Complete accurate and timely administration duties***

**Responsibilities:**

* Record, monitor and maintain accurate, current Service User information
* Provide accurate, timely reporting and documentation for contractual funding requirements
* Comply with the incident and complaints reporting process
* Promote the completion of Service User/staff feedback surveys
* Undertake other relevant administration tasks as required
1. **Accountability: Frameworks**

***Establish and work within frameworks promoted by the organisation***

**Responsibilities:**

* Work within and promote the service framework which values difference, self-determination, social justice and strengths of the families we support
* Provide leadership and development of quality practice enhancement, reviewing and supporting evidence based practice innovation and creativity
* Oversee and manage methodologies that increase efficiency and best practice
* Participate in, and provide critical analysis on relevant networks to ensure understanding of current methodologies, evidenced based practice and related issues
* In consultation, set priorities and plan workloads; design and establish appropriate practice methods
* Implement ongoing safety and risk assessments and identify strategies to minimize risk
1. **Accountability: Team contribution and continuous improvement**

***Contribute to a positive team environment and continuous improvement culture***

**Responsibilities:**

* Develop and maintain positive relationships within the team by providing effective, relevant leadership; participate in internal professional supervision
* Lead and participate in staff meetings including planning and development days, and share information to improve work environment and outcomes
* Provide proactive and positive support to team members, where required
* Participate in the development of the service including strategic planning and evaluation
* Contribute to ideas for improved ways of working and drive implementation of routine changes
* Undertake professional development and regular training opportunities to ensure skills meet the requirements of the role

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.