

Team Leader, Macarthur Service Package

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Macarthur Service Package
Direct reports:	Caseworker/s
Location:	Wollondilly/Campbelltown/Macarthur LGA
Primary position objective:	Provide day-to-day leadership for a team of three or more Case Workers to improve the quality and consistency of the case management services provided to clients, and ultimately improve the likelihood successfully and sustainably house clients.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Team Leader, Macarthur Case Management will:

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- Ensure the successful implementation of the Strategic Plan within their team.
- Provide supervision, guidance and leadership to case management services across a broad

spectrum of clients in community-based support and based in our Support Services accommodation.

- A high level of understanding of the impacts of domestic and family violence
- Manage internal and external stakeholder relationships. Representation at local interagency and Domestic Family Violence meetings/ committees
- Be involved in continuous quality improvement activities e.g., accreditation, review of policies and procedures.
- Understand budget parameters and where able, present possible strategies for improvement.
- Maintain a broad understanding of state and federal government policies, that have a direct impact on the delivery of services to homeless people and as directed, assist the Manager in responses to any government reviews or changes.
- Keep up to date with current and leading client management and domestic and family violence practices in order to provide or facilitate innovative and effective case working practices.
- Working within the Society's Vinnies Services Code of Practice and Code of Conduct.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Implement a 'housing first' model with Case Workers utilising resources i.e., housing assessments and support plans

Critical Key Performance Indicators (KPIs)

- Team is achieving housing outcomes and support for clients
- Team is supported
- Effective engagement of members in service.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Implementation of accreditation process

Key working relationships

In addition to the Manager, Macarthur Service Package and their direct reports, the Team Leader will foster close working relationships with:

- Social and Affordable Housing Fund (SAHF) Officers (Vinnies Services);
- Quality Officer, Housing and Homelessness (Strategy and Governance).
- Domestic and Family Violence committees and or working groups
- Members and Volunteers
- Peers within Disability Inclusion and Health Directorates

Essential criteria

Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **People we Serve Centric:** (Level 3) Enable the delivery of high-quality services that provide a hand up for the people we serve.

- **Values based leadership:** (Level 3) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 3) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Relevant tertiary qualification/s in Social Work/Social Science/Community Welfare or other relevant field or equivalent work experience.
- Extensive knowledge of the issues in women's homelessness, including current practices in the NSW context of responses to domestic and family violence.
- Demonstrated experience in case management or outreach service delivery experience in the homelessness sector.
- Experience in supervisory role and understanding of administrative, accountability and data management processes.
- Highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people.
- Knowledge of child protection issues, legislation and requirements.
- Proficiency with computers and industry-related software is required.
- NSW driver licence and ability to travel.
- To be female is a genuine requirement for this position under Section 31 of the Anti-Discrimination Act 1977.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.