

Team Leader, North Coast Settlement Services Disability and Inclusion

Position Description

Directorate	Vinnies Services
Reports to:	Regional Manager, Disability and Inclusion
Direct reports:	Migrant Settlement Worker/s DFV Educator and Support Worker/s
Location:	Coffs Harbour
Primary position objective:	Ensure the efficient implementation of the DSS funded Settlement and Engagement Transition Services Program in accordance with the contractual guidelines including timely reporting of measurable outcomes. Lead a team of staff and volunteers to address settlement needs of eligible clients to improve social participation, economic well-being, independence, personal well-being and community connectedness.

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.

Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion 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.

Accountabilities and responsibilities

The Team Leader will:

- Ensure the successful implementation of the Strategic Plan within their directorate.
- Drive best practice in client services by reviewing measurable service outcomes ensuring positive client impact that align with program deliverables and client need.
- Provide leadership to the service, to direct reports and volunteers, creating an environment that promotes reflective practice and ensures positive outcomes for the people we serve. Oversee performance and development planning, building capacity, managing performance issues that may arise as per policy and procedure to optimise team performance.
- Ensure program deliverables and outcomes are delivered in a culturally and linguistically sensitive and respectful manner.
- Establish and maintain strong links and partnerships with key service providers, government agencies, community groups and agencies that strengthen support and impact to the service's target group.
- Manage, monitor and analyse the operational budget, and investigating opportunities for program sustainability.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- The SETs Program is delivered in accordance to the funding agreement ensuring staff have a clear understanding of outcomes and deliverables
- Service outcomes and impact are measured, reported and used to implement continuous improvement and decision making
- Strong partnerships including external funding opportunities are developed to enhance service efficiencies and client impact

Key working relationships

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

- Other Managers (Disability and Inclusion);
- Regional Partners located within their region, including Employment Relations, Work Health and Safety, Learning and Development, Mission and Spirituality, Facilities;
- Relevant Support Service business partners (Finance, Quality and Safety, Facilities, Corporate Services);
- Relevant local, regional and state external agencies

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) 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 2) 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 3) Facilitate an improvement in 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 including social welfare/social sciences or extensive work experience in this field, youth work, community services or management.
- Sound understanding and awareness of issues facing migrants and refugees during settlement.
- Demonstrated experience in leadership, staff supervision and site management.
- Demonstrated experience in establishing best practice frameworks and delivering best practice service delivery practices.
- Demonstrated capacity to meet funding requirements including all regulatory and reporting guidelines.
- Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Adaptability and flexibility to changing work environments and requirements.
- Exceptional interpersonal skills, including stakeholder management, negotiation and conflict resolution.
- Awareness and understanding of the Work Health and Safety legislation and child protection framework.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- NSW driver licence
- Demonstrated competence skills in trauma informed practices