Southern Region Team Leader

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| **REPORTING RELATIONSHIPS** |
| Reports to | Southern Program Manager |
| Direct reports | Program Staff |
| Internal stakeholders | CEO, Program Managers, Corporate & Financial services staff, Marketing Team  |
| External stakeholders | Funders, Volunteers, Government agencies, other CSO’s |
| **FUNDAMENTALS** |
| Work Environment*We are a small and supportive team currently located at Suite 1, 40 Young Street, Frankston, VIC 3199 and we are moving to a bright and spacious new office in Frankston in Feb 2017!* *We are a passionate team and love the work we do. We appreciate the different strengths each of our staff brings to the team. We encourage each other to think creatively and value innovative thinking.* *We can offer you a position that is rewarding, fun and dynamic! If you meet the capabilities detailed in this job description we can offer a great working environment with lots of perks; flexibility, your own vehicle and generous salary packaging.* *If you work with us we will open the door to opportunity, relationships and community where you can engage young people and staff in new and exciting ways. We are always looking to improve and build upon our programs so if you want to get a bit creative and think outside the box this is the position for you!* *Within this role you will have the opportunity to get out of the office and into the community. This means you will be happy to engage in regular travel within our designated region, engage with other programs and Whitelion staff in head office and actively engage our regular stakeholders. You may also be asked to travel to other regions if required.*  |
| Working Conditions * This is a full time (1.0 EFT) ongoing position depending on funding. Some evening and weekend work will be required. Flexible work arrangements can be facilitated where it can be demonstrated all work requirements can be fulfilled.
* You are employed as a practicing Team Leader within Whitelion-Open Family Australia. Your current area of responsibility is outlined in the attached Appendix. Operational requirements may require a change to the specific areas of responsibility.
* The Team Leader may be required to cover program worker at times of absence i.e. take on their role of that worker whilst they are on leave etc.
* Participate in an on-call roster
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| **PURPOSE**  |
| **Vision**We stand for: **The Courage to Choose a Better Future** |
| **Team Leaders Strategy and Purpose**The Team Leader’s purpose is to support the organisation’s vision by ensuring the delivery of quality services, developing the capabilities of their staff, building and maintaining strong relationships with stakeholders while focussing on delivering contractual obligations and team cohesiveness. |
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| **VALUES**  |
| The Team Leader role has a major influence on the development of the organisation culture that is based on being: **Real, Committed, Innovative, Passionate, Courageous, Professional & Collaborative** |

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| **CAPABILITY FRAMEWORK** |
| **Personal Effectiveness** |
| Insight and growth | * Possesses a strong desire to learn about and experience new things
* Seeks feedback and responds appropriately
* Understands the impact of own emotions and behaviours
* Continually looking to develop own expertise
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| Resilience | * Is optimistic and positive
* Bounces back from difficult situations
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| Energy and drive | * Takes personal accountability for actions
* Works to the best of ability to exceed expectations
* Stays true to our values
* Keeps trying no matter what
* Never gives up on our young people
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| **Works with Others** |
| Collaborates | * Seeks the contribution of others
* Shares information
* Tries to understand perspectives, needs, feelings & values of others
* Communicates openly, honestly and with positive intent
* Makes others feel valued when they express a different view
* Remains open to a range of options and ideas
* Works with others to reach consensus
* Supports team decisions
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| Manages conflict | * Brings conflict into the open and deals with it appropriately
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| Develops others | * Views mistakes as opportunities to learn
* Provides constructive feedback
* Uses strength based coaching for development
* Empowers others to take risks & try new things
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| Inspires others | * Admits mistakes and takes responsibility for their outcome
* Advocates for young people
* Sets realistic goals and standards
* Promotes our purpose, values and strategy
* Builds trust through reliability and consistency
* Is unconditional in support of others
* Acknowledges positive performance of others
* Inspires others to be the best they can be
* Represents the organisation appropriately
* Stands up for what the organisation believes
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| Plans and organises resources | * Makes the hard decisions
* Breaks down barriers for others to be successful
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| Drives performance | * Role models positive behaviours
* Drives performance to achieve objectives & behaviours
* Celebrates effort & achievement
* Is brave enough to have the tough conversations
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| **Creates Organisational Impact** |
| Grows the organisation | * Thinks outside the square to continuously improve the organisation
* Calls on best practice research to inform actions
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| Leads others through change | * Embraces change
* Supports others through the impact of change
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| **KEY RESULT AREAS (KRAs)**  | **Key Tasks** |
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| **Program Quality Assurance and Evaluation:** | * Ensure that services delivered are effective, efficient, and client focused, and consistent with the organisations strategic objectives.
* Ensure that Client Services staff in the region are trained and proficient in the standard operating procedures
* Ensure Client Management Systems are regularly audited to ensure accuracy of information and competency of staff.
* Support the Program Manager in ensuring the evaluation framework is applied in the region and designated program stream
* Maintain accurate and up to date records of work undertaken in accordance with Whitelion/OFA policies and procedures.
* Participate in continuous improvement and assess all practices against OH&S requirements and are environmental sustainability.
* Support the Program Manager in providing leadership in the planning and implementation of improvement activities for your region and program stream, ensuring that staff participate in continuous improvement activities which review the efficiency, effectiveness and appropriateness of services.
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| **Operational Management:** | * Provide accurate and timely advice and information to the Program Manager as required.
* Provide information on issues relating to staff and volunteer performance in the Region to the Program Manager as the first point
* Adopt a pro-active role as a member of the Victorian Client Services leadership team.
* Ensure that programs meet agreed targets and all other contractual requirements.
* Ensure operations work in alignment with strategic planning process
* Support Whitelion & OFA and its programs as a leader within the sector
* Take all reasonable and practical steps to ensure the organisation is a safe work environment and that relevant human resource management practices are adhered to
* Ensure that all staff are trained and proficient in risk identification and the implementation of the risk management framework throughout the region and report gaps to Program Manager.
* Ensure that a healthy and safe working environment is provided to all staff.
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| **Program Funding & Development:** | * Actively identify funding opportunities within your region
* Support the grants submission process by drafting submissions for Government and philanthropic funding as required
* Maintain relationships with appropriate stakeholders to support the identification of new programs
* Identify opportunities for potential new programs
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| **Organisational Culture, Values & Leadership:** | * Working with the Program Manager and the senior management team, assist in the implementation of the organisations Vision, Mission and Values and the objectives incorporated within strategic annual business plans.
* Support the program staff to achieve and maintain performance measures/indicators.
* Develop the skill level of direct reports to ensure a high level of performance.
* Supervise Client Services teams as appropriate.
* Conduct annual performance review of all direct reporting staff and provide feedback to Program Manager.
* Ensure regular feedback sessions are scheduled with direct reports Participate in professional development and continuing education as is made available to staff in the region.
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| **Develop & Maintain Networks:** | * Demonstrate a highly collaborative approach to building and maintaining productive working relationships with internal and external stakeholders.
* Build and maintain professional, transparent relationships with government and funding bodies as appropriate
* Build and maintain professional, mutually beneficial partnerships in order to increase employment, mentoring, program expansion opportunities as appropriate
* Work with business, government and other NGO’s to promote the organisation programs
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Key Selection Criteria

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| **EDUCATION / QUALIFICATIONS** |
| * Relevant tertiary qualification in youth work, social work, psychology, social science or related area and /or demonstrated relevant employment experience
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| **SKILLS AND EXPERIENCE** |
| * Demonstrated experience in staff supervision with an emphasis on developing staff capabilities
* Demonstrated experience in managing and developing programs
* Knowledge of and experience of the homelessness sector; (Youth) Justice and statutory care systems
* Demonstrated experience in building and maintaining relationship both internal and external, from government bodies, to business networks, to community groups and internal business units.
* Demonstrated capacity to resource, support and drive the development of objectives and appropriate practice standards and to achieve outcomes across a range of separate but linked programs
* Ability to strategically identify and operationally attract sustainable program funding
* Well-developed capacity to develop rapport with people from a range of backgrounds
* Demonstrated written skills, including report and submission writing
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