

Job Description – Team Leader



Program Lead

Directorate: Operations
Reports to: State Manager SA
State: South Australia
Direct Reports: Up to 10 plus volunteers and students

Award: SCHADS
Classification: 5
Review Date: June 2021

Whitelion acknowledges the traditional Owners and Custodians of the land on which it is situated and we pay respect to their elders past and present. Whitelion is committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity.

About us

At Whitelion Youth we have a vision of a world where no young person is left behind, where all young people have the right to equitable opportunities to reach their potential. Everyday our staff and volunteers work with young people at risk who have been impacted by the justice system, out of home care, homelessness or complex and chronic disadvantage and we support them to build positive community connections and meaningful pathways to work.

As a team of staff and volunteers we are committed to always turning up and doing our best, we deliver on our commitments and we contribute to an inclusive and welcoming environment where everyone can belong. You can find out more by accessing Strategy 2023 [here](#).

About the role

As the Program Lead you are integral to the successful and effective delivery of all Whitelion services and programs within your span of responsibility. You will work closely with the SA State Manager to ensure our programs are implemented at an exceptionally high standard in order to achieve set targets and fulfil our commitments to young people, as well as funding bodies, internal stakeholders and the community. As well as the successful and sustainable delivery of existing programs you will also support the State Manager with new program development, developing Whitelion's community presence and reputation and contributing strategically to our development and growth strategy.

Role responsibilities

- Manage a team of staff and volunteers delivering case management, outreach and mentoring services ensuring confident, inspiring leadership, regular supervision in line



with Whitelion frameworks, inclusive ways of working and a strong focus on team building and growth and development of yourself and individual staff.

- All program staff, volunteers and students are supported to understand and integrate the National Strategy, Service Blueprint, Quality Framework, Outcomes Framework, Practice Framework and Reconciliation Action Plan into the delivery of programs.
- Ensure all quality and funder reporting is delivered on time and as required with input from team members.
- Consult with schools and other external stakeholders to maintain an up-to-date understanding of their service needs, goals, and objectives.
- Provide expert local and program knowledge to tender and grant applications processes.
- Undertake mentoring administration activities with support from Whitelion Accounts to ensure accurate reporting to the Department of Education and timely payment to mentors.
- Work closely with the State Manager on new and existing program development, refinement, growth and review of Program Logics including all required audit processes as per Whitelion procedures.
- Ensure all staff are competent using Whitelion's client management system, provide support where needed and ensure all data is promptly and adequately recorded including a strong focus on young person evaluation.
- Identify and deliver strategically aligned opportunities for the growth and expansion of Whitelion services both within current programs and via new business development.
- Participate fully and contribute to organization growth through participation (and leadership) in all relevant Community of Practice or other relevant committee and leadership team meetings.
- Provide strong Volunteer Management practices including recruitment, retention, development and recognition of SA's Volunteer workforce.
- Oversee and coordinate all student placements in SA, delegating 1-1 student support to relevant SA team members. This includes liaison with tertiary education providers.
- Provide backfill support for other state Program and State Managers as required.
- Comply with and reinforce all reasonable Health and Safety guidelines, policies and directions.

Role requirements

Experience

- Previous experience leading, supervising and supporting a team of workers and volunteers with a range of complex client support requirements.
- Experience in leading, developing, refining and implementing complex human services programs, preferably in the youth sector.
- Demonstrated experience delivering outcomes-based services that have consistently achieved contract performance targets.
- Experience and deep understanding of the issues impacting at risk young people particularly related to trauma and AOD matters.
- Strong networking and relationship management experience with a proven ability to achieve organisation outcomes through effective external partnerships.

- Excellent written and verbal communication skills.
- Experience leading within case management guidelines and processes including delivery of consistent case notes, program reporting and evaluation practices.

Qualifications

- Current Working with Children card and Criminal History Check
- Relevant tertiary qualifications in community services/human services/ youth work or related discipline.

General conditions

All Whitelion staff and volunteers must also adhere to the following requirements:

- Whitelion is committed to preventing any danger to children and young people who engage with our services. We do this by constantly working on creating a safe, empowering and respectful culture.
- All reasonable Health and Safety guidelines, policies and directions.
- Demonstrate the skills and knowledge to work with Aboriginal and Torres Strait Islander people in a culturally safe way.

Personal Competencies

The values and behaviours that demonstrate how Whitelion people think and act:

Collaboration: You are open to working closely with your teammates to help each other achieve quality outcomes, and to support each other's safety and wellbeing.

Committed: You bring positivity, focus and energy to your work and get inspired by achieving quality outcomes in all parts of your role. You are resilient and see setbacks as opportunities for growth and development.

Accountable: You do what you say you are going to do. You can work independently, prioritise and manage multiple tasks and know how to speak up if you need help with delivering to agreed deadlines.

Inclusive: You work hard to educate yourself on what it takes to create a truly inclusive culture, and you value the experiences and alternative views of those around you. You believe that diversity leads to success.