

# Job Description – Team Leader

## Youth Services Team Leader



**Directorate:** Operations  
**Reports to:** State Manager WA  
**State:** Western Australia  
**Direct Reports:** Up to 10 **In-direct Reports:** TBD

**Award:** SCHADS  
**Classification:** 5  
**Review Date:** April 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 Youth Services Team Leader 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 WA 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 Youth Services Case Managers and Volunteers, leading the delivery of program outcomes and ensuring regular supervision in line with Whitelion



frameworks, inclusive ways of working and a strong focus on growth and development.

- Ensuring all program staff and volunteers understand and integrate the National Strategy, Service Blueprint, Quality Framework, Outcomes Framework, Practice Framework and Reconciliation Action Plan into the delivery of programs.
- Provide expert local and program knowledge to tender and grant applications processes.
- Identify and deliver strategically aligned opportunities for the growth and expansion of Whitelion services both within current programs and via new business development.
- Work closely with the State Manager to deliver new and existing program development, refinement and growth as well as review of Program Logics.
- Deliver or contribute to all required audit processes as per Whitelion procedures.
- Participate fully and contribute to organisation growth through participation (and leadership of) all relevant Community of Practice or other relevant committee and leadership team meetings.
- Provide site and facility management and build/maintain good stakeholder relationships at the Balga/Ballajura Youth Drop-In Centre including the effective management of all material donations.
- Ensure all quality and funder reporting is delivered on time and as required with input from Youth Work Case Managers.
- Provide strong Volunteer Management practices including recruitment, retention, development and recognition of WA's Volunteer workforce.
- Provide backfill support for Case Managers, other state Team Leaders and State Manager 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 Case 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 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.