

Team Leader

Community Services



The purpose of this position

The **purpose** of the position is to lead a team to deliver high quality, effective client services aligned to organisational, service, and individual client outcomes.

About the position

This position is within Child & Family. Team Leaders generally focus on a specialised service type, but may work across service types such as:

In the Child & Family portfolio

- Child & Family services
- Mental Health services
- Community Programs
- Early Childhood services
- Women & Family services
- Out of Home Care services
- Post Adoption services

In the Ageing & Disability portfolio:

- Home Support
- Respite Services & Support Centre

- This position **reports to** the Manager
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position has direct reports, positions vary
- This position has the following direct reports:
- The position is designated Band 6 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- The position is a People & Operational Leader level of the Capability Framework.

Key areas of responsibility

- Lead a team to ensure that services can be provided to clients in a way that maximise client outcomes and meet organisational, portfolio, service, funding and external compliance objectives
- Support team members to understand the vision, values and direction of the organisation and translate them so the team understands how they relate to their everyday practice
- Work with the Manager to ensure the way the team works is commercially effective and sustainable, identifying opportunities for process improvement or more effective ways of working
- Work with team members to help them understand and achieve performance expectations, build their capability, provide regular recognition, develop and utilise talent in the team, and identify and achieve improved client outcomes and increase employee engagement
- Evaluate the quality of service delivery, client plans, and client outcomes against service, funding and compliance objectives on a regular basis. Identify gaps in delivery and work with the team to build capability and/or improve service design, referring to the Manager when significant gaps are identified

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- Coordinate regular communication channels including team meetings, client and practice reviews, and 1:1 discussions with team members
- Identify learning needs within the team, and appropriate learning opportunities both within and without the organisation, liaising with the Manager, Manager, Practice Support and learning and development team as appropriate. Develop and facilitate learning opportunities when appropriate
- Work with staff, clients and other stakeholders to find appropriate resolution to concerns
- Manage performance processes such as time and attendance, leave, learning, and injuries in conjunction with Head Office specialists and the Manager when required
- Support the Manager to ensure the smooth operation of the program including relief during periods when the Manager is on leave
- Support the Manager with the collection of data in line with reporting requirements, outcomes measurement and evaluation frameworks
- Work collaboratively with staff across the organisation and with the community and develop and maintain effective relationships and networks with relevant community partners, referral agencies, and relevant community groups, including attending networking meetings and forums where requested by the Manager
- Comply with mandatory reporting requirements that apply to the service, in conjunction with the Manager
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective, and safe

Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Services delivered to clients by the team are effective and in line with organisational and funding requirements
- Outcomes for clients are maximised through a collaborative approach where practice experience and services across the team, The Benevolent Society and our partners are brought together to achieve better overall outcomes
- The team is engaged, feels supported in their workplace, and have a line of sight between their work and the vision and expectations of the organisation
- Services are well coordinated, with clear processes and expectations in place

Key Capabilities

- Degree qualified in area relating to service delivery
- Demonstrated experience leading a small team to maximise outcomes for clients
- Previous operational experience in the area related to the service, including case management experience, where applicable

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- Excellent understanding of the service's operating environment
- Demonstrated understanding of vulnerability and risk indicators relating to the client group of the service
- Demonstrated experience working with, and/or knowledge of regulatory and compliance frameworks relating to the service
- Demonstrated understanding of (and experience working with) contemporary theoretical and practice frameworks in area of service delivery
- Qualifications in management or significant experience in practice leadership may help you to succeed (but aren't essential)
- Experience in identifying opportunities for and implementing quality improvements within programs or services may help you to succeed (but aren't essential)
- Sound understanding of the principles of integrated service delivery and an ability to undertake a leadership role within an integrated service model may help you to succeed (but aren't essential)

People who know this position say that

People who know this position say the things that might make your day are:

- Supporting your team to be able to achieve positive, effective outcomes for clients, particularly where the outcome might not be immediately clear
- Being able to influence how work and services are structured and contribute to improving service standards for clients
- Creating a high performing team who are engaged, satisfied and positive
- Having clients speak positively about their service, or provide great feedback about a member of your team

People who know this position say some key challenges you might experience are:

- Dealing with expectations regarding services and outcomes, from clients, staff, funding providers and other stakeholders
- Not being able to always achieve the most desired outcome for a client
- Supporting staff and clients in emotionally challenging circumstances, while maintaining own wellbeing
- Balancing competing deadlines and priorities within required timeframes

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input checked="" type="checkbox"/> Overnight travel/stays. | <input checked="" type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input checked="" type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

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Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Other Team Leaders
- Human Resources, Finance and Property Business Partners
- Managers, Practice Support
- Learning & Development Business Partners
- Administration Staff

Outside The Benevolent Society:

- Clients
- Families, carers and other stakeholders
- Community Partners
- Other service providers and agencies