POSITION DESCRIPTION

Title: Team Leader
Business Unit: Aged Care
Location: Coburg
Employment Type: Part Time
Reports to: Coordinator

ABOUT UNITING
Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the services and advocacy arm of the Uniting Church. We’ve been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, sexual orientation and gender identity. We acknowledge Aboriginal and Torres Strait Islanders as Australia’s First Peoples and as the traditional owners and custodians of the land on which we work.

Our purpose: To inspire people, enliven communities and confront injustice
Our values: We are imaginative, respectful, compassionate and bold

POSITION PURPOSE
The role of the Team Leader reports to a Co-ordinator and leads a team of front line staff who deliver high quality services to clients. The role ensures that team outputs are delivered in accordance with the program's business plans, funding body agreements, accreditation and program standards and relevant legislation, policies and procedures.

SCOPE
Budget: Nil
People: Nil
Relationships:
Internal:
• All aged care staff  
• All Corporate support staff  

External: 
• Clients and carers  
• Government funding bodies  
• Families and advocates

KEY RESPONSIBILITY AREAS

Leadership/Teamwork
• Lead, develop and support a team of volunteers who manage the provision of support services to clients—create a client focused team.  
• Deliver high quality customer services through staff that meet all relevant team performance and outcome indicators, relevant internal and external standards, are aligned to Wesley policies and procedures and result in excellent client outcomes.  
• Undertake service liaison/ communication with team members in a variety of complex customer problem resolutions. Recommend alternatives and organises resultant actions.  
• Manage team dynamics, supports productive working relationships and work-life balance

Coaching and Supervision
• Drive the formal leadership, learning and coaching of team members (volunteers)  
• Provide ongoing supervision, coaching, support and constructive feedback to address individual and team capability gaps and grow potential  
• Assist in prioritising the work of others. Promote and model sharing of knowledge and information.  
• Assess the effectiveness of team members and participates in organising the allocation of volunteers

Continuous Improvement
• Identify opportunities for improvement to services provided and recommend changes to procedures and standards that impact beyond own team  
• Take action to promote or implement new ideas and encourages others to do so  
• Work with the Coordinator to implement innovation and continuous improvement in service delivery

Building Relationships
• Understand relevant stakeholder relationships and the importance of these to the organisation. Assists with building and maintaining professional positive stakeholder relationships  
• Develop and maintain appropriate effective relationships with key stakeholders including clients, families, peak bodies, community service organisations, relevant professionals and government officials  
• Ensures team members build knowledge and strong working relationships with community groups, service providers and other agencies.

Personal accountability
• Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.  
• Ensure appropriate use of resources.  
• Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting’s values and professional standards of behavior...  
• Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.  
• Identify opportunities to integrate and work collaboratively across teams.
• Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
• Promote a positive safety culture by contributing to health and safety consultation and communication.
• Promptly respond to and report health and safety hazards, incidents and near misses to General Manager People and Culture.
• Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

PERFORMANCE INDICATORS

PERSON SPECIFICATION

Qualifications
• Essential: Tertiary qualification within the relevant field

Experience
• Essential: Minimum 1 year experience in a supervisory role preferably in the aged care sector

Core selection criteria
• Values alignment: ability to demonstrate and authentically promote Uniting’s values
• Teamwork: willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
• Professionalism: Executes day-to-day activities in a positive, friendly and enthusiastic manner.
• Culturally Aware: Values diversity as a strength and positively utilises diversity
• Client Focused: Achieve results through their teams
• Leadership: Gives frequent and constructive feedback and displays personal commitment to developing others.

This position description is subject to review and may change in accordance with Uniting’s operational, service and customer requirements.

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Employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of and paid, unpaid work or participation in any service or undertaking.