

JOB DESCRIPTION

Team Leader

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for providing leadership and line management to a team operating within their allocated mental health program. Overseeing and supporting day to day operations, the Team Leader prioritises the provision of recovery-focused services that aim to restore and maintain normal functional trajectory of the consumer.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Uniting Recovery team through the following:

- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department, and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
- Work closely with the Senior Leadership Team to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.
- Take responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assesses team member performance, sets objectives and establishes active development plans.
- Understand industry trends and commercial implications, and demonstrates knowledge of the impact department advice has on the other Directorates in Uniting.
- Contribute to the development and evaluation of changes and improvements to the services provide by the department/team and ensures that changes support the viability of Uniting.

- Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As a Team Leader, your role specifically will:

- Provide leadership, consultation, and expertise to their teams in the delivery of specialist mental health support to consumers.
- With senior staff, develop strategies for monitoring and improvement of service provision and evaluation.
- Provide leadership and support to staff in relation to appropriate data collection in line with best practice, funding body KPIs, organisational priorities and policy requirements.
- Assist in preparing funding body or management reports on program outcomes, with relevant evidence and data as required.
- Ensure the maintenance of accurate and timely clinical records and active participation in the clinical review handover processes.
- Provide direct line management and support provided to team members to help facilitate their effectiveness in their roles.
- Provide support and guidance to team members in relation to management of any clients, or program issues.
- Ensure compliance with regulatory requirements and the model of care relevant to the service.
- Organise resources in a flexible and efficient manner to best manage workflow and to ensure efficient, effective, and best practice service delivery.
- Ensure the continuing improvement of the services delivered by participating in quality improvement processes, including file audits and reviews, to achieve best practice.
- Consult with senior staff to develop strategies for monitoring and improvement of the service provisions and evaluation.
- In collaboration with line manager, oversee and manage the team budget.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate:	Communities
You'll report to:	Service Manager/Operations Manager

YOUR KEY CAPABILITIES

People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people.
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
- **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.

- **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available.

QUALIFICATIONS & EXPERIENCE

Qualifications:

- Certificate IV in Community Services, Mental Health, Youth Work, or equivalent and relevant to the field of work.
- Current Australian Divers Licence

Experience:

Typically, this role will require five (5) or more years' experience in your field of expertise, including two (2) or more years experience supervising a small team of specialists. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

In addition to the above, you'll have:

- Experience working with people with severe and persistent mental illness.
- Demonstrated experience leading and reviewing the effectiveness of Mental Health related supports.
- Detailed knowledge and understanding of the principles of Recovery Orientated Mental Health Practice.
- Proven ability to lead and manage a team, including providing appropriate feedback, performance management and completing recruitment activities.
- Experience developing, implementing, and delivering strategic business plans which increase the level of care to customers within a budget framework.
- Experience working with key stakeholders to promote and improve service delivery.
- Proven track record in allocating resources, setting priorities and ensuring budgets are met within the services to deliver strategic outcomes.
- Experience in analysing and utilising service data to ensure key performance indicators are met.
- Demonstrated ability to implement business improvement strategies with measurable outcomes.
- Ability to create a team culture and performance that is based on hope, optimism and a recovery framework for young people and consumers.
- Knowledge of relevant legislation, such as the Mental Health Act (2007) and the Children and Young Persons (Care and Protection) Act (1998).

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	