



TEAM LEADER INFORMATION PACK

CLOSE DATE: 19 JANUARY 2022



Nova for Women and Children acknowledges the traditional custodians of the land across the different services where Nova services are located. We would like to pay our respects to Elders past, present and future, as well as the Aboriginal and Torres Strait Islander people with whom we work.

We also acknowledge our gratitude that we share this land today, our sorrow for some of the costs of that sharing, and our hope and belief that we can move to a place of equity, justice and partnership together.



Nova for Women and Children are proud LGBTIQ+ allies.



INTRODUCTION

Nova for Women and Children is seeking an energetic and passionate Team Leader to join our team based in the Newcastle and Lake Macquarie regions on a permanent basis.

ABOUT NOVA

OUR PURPOSE:

To prevent or end homelessness, confront justice and advocate for the rights of women and their children to be safe.

OUR VALUES:

Our values are built upon the foundations that women and children matter.

- Act with good intent
- Focus on strengths
- Promote collaborative, innovative and inclusive practice
- Embrace diversity
- Work respectfully

OUR HISTORY:

Nova is the amalgamation of three women's services that operated independently from each other for over 25 years until their amalgamation in 2008.

All three services brought together a rich history of working with women who have been homeless, who are at risk of homelessness or who are escaping family and domestic violence, and their combined history helps make Nova the organisation it is today.

- Eva's Project originated through the women's refuge movement where it was identified that domestic violence was a major contributor to homelessness for women with dependent children. It was seen that there was a gap for women that required supported accommodation.
- Lower Hunter Women's Housing was an initiative of Housing NSW that considered women, with or without dependent children, who were homeless or at risk of homelessness with complex needs, required supported transitional accommodation.
- Eastlakes Women's and Children's Refuge started as a volunteer organisation. Government funding was secured through the women's refuge movement and indicated recognition of the validity of the organisation in delivering domestic violence and homelessness services. Eastlakes amalgamated with Nova in 2014.



OUR FUTURE:

Nova is a progressive organisation guided by the principles of social justice. We continue to work towards providing necessary and quality services for women and children during their most challenging times.

OUR SERVICES:

We are a leading community services organisation that provides support to women who are at risk of homelessness to remain safely in their home and to assist women who are experiencing homelessness and/or domestic violence, or in crisis to be housed and provide support to maintain safe accommodation. Our services include:

- Outreach support
- Supported temporary accommodation
- Transitional supported accommodation
- Rapid response support.

One of our main facilities is Trisha House, which was launched on 4 March 2017 and built through community support coordinated by the Respectus Group. Trisha House offers accommodation to seven (7) single women and four (4) women with children for up to 28 days and also has a two (2) bedroom unit suitable for smaller families, or families with challenging support needs. We also have two (2) additional purpose build facilities for crisis services in the Lake Macquarie region.

We also operate drop-in Hubs in Charlestown and Newcastle offering a safe space for women with or without-children to access assistance with homelessness and domestic violence, including amenities like a shower, washing machine, dryer, free toiletries and clothes.

OUR LEADERSHIP:

Nova is managed by a voluntary Board of Women, whose members come from different professional fields and various community organisations. These women bring together a vast range of knowledge, expertise and professionalism and all share the commitment and passion for the work that Nova does. Our Board sets the strategic direction for Nova's dedicated team to achieve its vision and purpose.

Louise Rak – Chairperson

Kate Davies – Secretary

Rayleen Ableson – Treasurer

Kate Mooney – Vice Chairperson

Rozyta Englert – Board Member



Janine Johnston (Charnley) – Board Member

Marette Gale – Board Member

Our CEO leads the organisation in implementing the Board's strategic vision, providing overall leadership to the organisation and representing the organisation with peak bodies. Our CEO is Kelly Hansen, who has been in the role for over six (6) years and has over 30 years' experience working with women and children in crisis.

WHY WORK FOR US?

Nova is a leading organisation in the field of women's and children's services and is a strong advocate for women and children's rights and causes. In addition to rewarding and purposeful work, we also provide attractive conditions of employment, including:

- A 35-hour working week
- Above Award salary
- Weekly Wellbeing Hour
- Salary packaging
- Five (5) days of stress leave per annum
- Training and professional development opportunities
- Employee assistance program



TEAM LEADER

Position Summary

The purpose of this role is to develop, lead and support the day-to-day on-site operations and Team. As the Team Leader you will ensure the delivery of high-quality case work and services to support woman with or without children who are at risk of experiencing homelessness, including woman escaping domestic violence.

This position is classified at Level 5 of the Social and Community stream of the *Social, Community, Home Care and Disability Services Award 2010*.

Key Responsibilities and Accountabilities

- Lead a team of Case Workers, providing day-to-day supervision and direction of on-site operations.
- Conduct regular case supervision with direct reports to ensure Services are being delivered to clients in accordance with processes, procedures and Nova values.
- Provide expert advice, mentoring and guidance to team members, acting as a point of escalation for complex matters.
- Work closely with Case Workers to co-manage cases as required to assist the Case Worker, or perform case work where there are insufficient Case Workers.
- Participate in, develop and/or deliver training for induction, on-boarding and continuous improvement to other employees where required.
- Ensure Nova sites are maintained to a high standard, including responsibility for inventory and upkeep of sites under your supervision.
- Take a lead in networking and collaborating with other service providers to deliver valued outcomes for clients.
- Complete reports on key data and statistics as directed to meet funding and/or compliance requirements, including but not limited to AIHW.
- Facilitate team meetings and attend board meetings as required.
- Develop and maintain links with internal and external stakeholders and Government Departments including but not limited to Department of Communities and Justice, Housing NSW, Community and Private Market Housing and other government and non-Government Agencies, real estate agents, and private accommodation providers to provide an integrated approach to service delivery.
- Strong understanding and experience in person centred care, strength-based case management for housing goals, wellbeing, community participation and family support, ability to mentor case workers to develop in this area.
- Represent Nova at external stakeholder meetings and interagency as assigned by Management.



- Establish and maintain strong and up-to-date knowledge of relevant standards and laws, in particular Residential Tenancy Legislation.
- Oversee the maintain the accurate case notes, files and records of their team in a consistent manner and in accordance with Nova processes, ensuring all legislative and reporting requirements are adhered to.
- Uphold confidentiality of clients within the service except where required by law or Nova policy.
- Ensure compliance with NOVA policies and procedures across the team.
- Actioning identified hazards, assessing risk and implementing controls on work health and safety matters within site under their responsibility, following reporting and recording processes.
- Take reasonable care of your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other workers or clients.
- Ensure appropriate and respectful workplace behaviour at all times and act as a role model to other employees to promote a working environment which is free from discrimination, bullying and harassment.
- Undertake any other tasks, duties or specific projects within your area of skill and expertise, as required by Nova.

Position Requirements and Selection Criteria

- At least seven (7) years' demonstrated experience working with woman and children with complex needs and behaviours.
- Experience in leading a small team in a work environment.
- Extensive experience managing complex client and stakeholder issues.
- Experience in networking and developing partnerships.
- Ability to adapt quickly to changing environments with a high level of problem solving and decision-making skills.
- Ability to identify problems and develop effective solutions.
- Excellent understanding of the needs of women and children especially around domestic violence, mental health, drug and alcohol and homelessness, and the demonstrated capacity to provide consultation and collaboration to other services and staff on the same.
- Understand the work environment, identify issues, and contribute to team planning.
- A relevant tertiary qualification in Social Work, Psychology and/or related behavioural sciences.
- Current NSW Driver's Licence.
- Working With Children Check.



HOW TO APPLY

Applications can be sent to nova@novawomen.org.au. All applications should include a reference to the Team Leader position in the subject line. Please ensure you attach your:

- Cover Letter addressing the position requirements and selection criteria
- CV
- Names and contact details of two recent referees.

Applications will be accepted until close of business Wednesday 19 January 2022.

Only shortlisted applicants will be contacted.