



POSITION DESCRIPTION

POSITION: TEAM LEADER

RESPONSIBLE TO: THE CEO AND BOARD OF MANAGEMENT OF NOVA FOR WOMEN AND CHILDREN

REPORTS TO: OPERATIONS MANAGER

DIRECT REPORTS: TEAM MEMBERS THAT MAY INCLUDE SENIOR CASE WORKERS, CATEGORY 4 CASE WORKERS, CASE WORKERS, RAPID RESPONSE SUPPORT WORKER AND INTAKE OFFICER

CLASSIFICATION: LEVEL 5 SOCIAL AND COMMUNITY STREAM, *SOCIAL, COMMUNITY HOME CARE AND DISABILITY SERVICES AWARD 2010*

POSITION SUMMARY

The purpose of this role is to develop, led 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.

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

EXPERIENCE AND SKILLS REQUIREMENTS

- 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.

EDUCATION, QUALIFICATIONS AND LICENCES

- A relevant tertiary qualification in Social Work, Psychology and/or related behavioural sciences.
- National Police Check.

- Current NSW Driver's Licence.
- Working With Children Check

ENDORSEMENT AND ACCEPTANCE

I understand that this Position Description forms part of the Performance Management Framework for this role. I understand the responsibilities and requirements outlined above and agree to fulfil these tasks and responsibilities to the best of my ability. I understand that Nova may vary this position description to meet the changing needs of the Service in after consultation with me.

Employee Name:

Signature:

Date:

Manager's Name:

Signature:

Date: