JOB DESCRIPTION

TITLE OF POSITION	**Team Leader**
CLASSIFICATION LEVEL	**LCC EBA Level 5**
PROGRAM	**Intensive Family Support Service, Ntaria NT**

OVERVIEW

Lutheran Community Care (LCC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, and refugee services. LCC is committed to reducing barriers encouraging inclusion and participation in the community of people with a disability, people of all ages, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds. Lutheran Community Care supports a gender inclusive work environment and adheres to White Ribbon workplace practices.

The Intensive Family Support Services (IFSS) program is funded by the Department of Social Services to reduce child neglect by increasing the capacity of families, parents and caregivers. IFSS provides the most vulnerable families with practical parenting education and support for up to 12 months, to ensure the health, safety and wellbeing of children.

ROLE SUMMARY

The aims and objectives of this role are to:

- Implement the IFSS program according to the guidelines to improve the health, safety and wellbeing of children
- Lead and supervise an effective, collaborative team at Ntaria which will include Case Workers and Aboriginal Family Support Workers/Cultural Mentors
- Ensure respectful relationships with families and the community are maintained
- Build effective relationships with relevant stake holders
- Represent LCC and work within the values, mission and strategic direction of the service.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY
The Team Leader reports to Manager Family and Children Services, Central Australia

SPECIAL CONDITIONS
The Team Leader, IFSS position is based at Ntaria, a dry community (situated 130kms from Alice Springs)
Any offer of employment is subject to;

- NT based positions require a satisfactory National Criminal History Record Check (NCHRC) and a current Ochre Card
- A current unrestricted Australian drivers licence
- Accommodation facilities in Ntaria may be negotiated if required.
- Vehicle may be negotiated if required
- Relocation assistance may be negotiated for eligible candidates

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LCC STAFF RESPONSIBILITIES AND DUTIES:
Lutheran Community Care Culture	▪ Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Community Care as outlined in the Code of Conduct and stated values. ▪ Adhere to and support LCC's policies and procedures.
Teamwork	▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LCC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Attend and actively participate in regular team meetings and forums as required. ▪ Report to the supervisor as required.

Work Health and Safety	▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LCC's Work Health and Safety guidelines.
Resource Management	▪ Monitor financial reports, expenditure and budget to meet budgetary requirements. ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints
Continuous Improvement	▪ Contribute to the delivery of high quality services. ▪ Understand and support continuous quality improvement in LCC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	**RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE**:
Leadership and Management	▪ Ensure a healthy team environment that supports the LCC Vision and LCC policies and procedures. ▪ Provide leadership, supervision, performance review and development plans, performance management and effective working relationships with staff and volunteers. ▪ Facilitate the development of IFSS staffs' skills and competence. ▪ Plan and monitor workloads to maintain a high standard of service and service delivery. ▪ Maintain effective management and accountability structures that support continuous improvement. ▪ Lead processes that support operational requirements and meet legislative and contractual requirements. ▪ Provide advice to the Manager about trends that impact upon service delivery and funding. ▪ Assist in recruitment as per the LCC recruitment strategy
Strategic Management	▪ Manage internal and external strategic projects to meet objectives and timeframes. ▪ Identify and plan initiatives for improving organisational service delivery practices. ▪ Identify information requirements to support service delivery planning and management and performance reporting.

	▪ Contribute to all aspects of business planning including providing advice and support.
Communication	▪ Identify and develop key strategic relationship networks to achieve goals, and improve outcomes for clients and service delivery methods. ▪ Communicate effectively to engage and establish rapport with clients and team members. ▪ Promote, facilitate and model positive collaboration between agencies and sectors. ▪ Communicate respectfully and with cultural sensitivity to the Ntaria Community. ▪ Facilitate strong working relationships with Territory Families ▪ Support Ntaria based organisations with community capacity building strategies as relevant to IFSS. ▪ Work with the Implementation and Capacity support service provider to develop and maintain the IFSS Workforce Development strategy ▪ Provide reports to the Manager and brief the Manager on all developing issues as necessary
Case Management IFSS	▪ Ensure the IFSS program is coordinated according to program guidelines, ▪ Deliver client centred, strengths based Case Management. ▪ Assess the priority and support IFSS staff to provide appropriate responses to clients with behaviours that demonstrate high and complex needs. ▪ Ensure and maintain confidentiality for all clients. ▪ Ensure accurate data is recorded according to timelines and IFSS requirements. ▪ Coordinate the planning, implementation, and review and reporting processes for the program, including capacity building. ▪ Use meaningful reviews/ feedback and data analysis to continuously improve program delivery and outcomes. ▪ Maintain updated resources and materials.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Tertiary Qualifications in a relevant field e.g. psychology, social services or related discipline.
- Experience in supervision, coaching and mentoring of employees

- Demonstrated understanding of strengths-based cultural appropriate approaches when working with Aboriginal families.
- Case management skills and knowledge of current legislation related to family and child protection.
- Ability to adapt service approaches to meet needs of clients.
- Excellent communication and interpersonal skills with an ability to engage with a diverse group of people.
- Demonstrated ability in IT, including the Microsoft Office programs (Word, Outlook, Excel, etc.).

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience in intervention, counselling and/or mediation.
- Clinical competence in family therapy, behaviour therapy, child development and parenting interventions.
- Past experience of living and working in a remote Aboriginal community
- Current First Aid/CPR certificate
- Knowledge and appreciation of the Lutheran theology

Employee: _____ Witness: _____ Date: _____