

Team Leader Position Description

Role Details:

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| Position Title | Team Leader (Wodonga, Wangaratta, Shepparton or Seymour) |
| Reporting to | Client Services Manager or Housing Services Manager |
| Liaises with internally | All Staff and Managers |
| Liaises with externally | Service Providers, Clients and Renters, Maintenance Contractors and other organisations as required. |
| Supervises | <p>Client Services & Housing Services staff including:</p> <ul style="list-style-type: none"> • Initial Assessment & Planning Workers (IAP) • Tenancy Plus & ATSIT Case Managers • A Place to Call Home Workers (APTCH) • Reception Workers • Community Housing Property Managers • Sustaining Tenancies at Risk Workers (STAR) • Private Rental Assistance Program Workers (PRAP) • Tenancy Assistance & Advocacy Program Workers (TAAP) • Keeping Home Program Worker |
| Purpose of the Position | <p>The purpose of the position is to lead and support program staff members in the team and to oversee the effective delivery of BeyondHousing services. The Team Leader is responsible for creating and maintaining a team-based approach and to foster positive working relationships amongst staff.</p> <p>The Team Leader will also exercise judgement in decision making and understand the sector to provide assistance and guidance to team members.</p> |
| Hours | Full time |
| Salary/Rate | Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 5 |
| Essential Criteria | <ol style="list-style-type: none"> 1. Relevant qualifications or experience in leadership or management 2. Highly developed communication skills 3. Highly developed organisational and time management skills |

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| | <ol style="list-style-type: none"> 4. Experience in delivering quality formal staff supervision 5. Experience leading a team in a service-based environment 6. Well-developed IT skills 7. Highly developed administrative skills 8. Negotiation and advocacy skills 9. Adaptable and ability to work under pressure and meet deadlines 10. Ability to contribute to service development and improvements 11. Highly developed customer service and problem-solving skills 12. Current Drivers Licence |
| Preferred Criteria | <ol style="list-style-type: none"> 1. An understanding of tenancy and property management 2. Knowledge of specialist support agencies and housing services in the region 3. Experience / knowledge of the social housing / housing management sector |
| Key Performance Indicators | <ul style="list-style-type: none"> • Ensure KPI's are monitored through regular, documented supervision and catch-up sessions. Performance or behavioural issues must be and addressed in consultation with program managers and /or HR within 1 month. Supervision and catch-up sessions with staff documented. • Respond to client complaints within 10 working days. Close off within 30 days. Team Leader to ensure relevant Program Managers are aware of complaints promptly. • Coordinate program and reception coverage to ensure BeyondHousing meets its service delivery obligations (100%). • Ensure the Code of Conduct and OHS policies/procedures are followed to maintain a safe operating environment. Respond to office-based events according to BeyondHousing's process, including recording in the system. • Prepare accurate monthly team leader reports which are submitted by the 7th day of each month. |

Capability Framework:

| Key Area | Detail |
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| Understand role requirements – technical and operational | <ul style="list-style-type: none"> • Maintains current knowledge and skill required to complete role • Knows and applies the relevant legislation and regulations • Seeks to maintain knowledge of best practice approaches in relevant sector |
| Communication, Influence and Engagement | <ul style="list-style-type: none"> • Communicates appropriately and leads by example internally and externally • Effectively communicates goals and inspires trust • Demonstrates confidence to engage appropriately in difficult conversations • Establishes and maintains professional relationships and networks • Demonstrates effective influence (e.g. being comfortable persuading, promoting and delegating) |
| Determine solutions | <ul style="list-style-type: none"> • Identifies problems and finds solutions • Makes decisions appropriately • Ability to identify, assess and respond appropriately to risks |

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| Deliver Services | <ul style="list-style-type: none"> • Understands and uses internal systems and processes • Is outcomes focused • Focuses on continuous quality improvement • Effectively manages stakeholder complaints |
| People Leadership | <ul style="list-style-type: none"> • Leads by example • Develops and recognises team members • Manages time effectively • Manages operational change effectively • Ability to be agile and adaptable (i.e. be comfortable with when to change course and help others to do so) • Is invested in safety and wellbeing of all team members • Demonstrates self-awareness, emotional intelligence & willingness to reflect on leadership behaviours |

Responsibilities:

| Key Area | Tasks |
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| Staff Supervision and Leadership | <ul style="list-style-type: none"> • Facilitate a productive and supportive team environment and foster a positive culture within the organisation. Coach, mentor and lead staff to perform to expected standards in their role. Focus on professional development, providing staff with meaningful, challenging tasks. Identify skills gaps and recommend relevant training as required. • Conduct quality formal and informal supervision with all staff that is supported by good documentation. Encourage input from staff members. Ensure documentation is submitted to HR and the Program Manager in a timely manner. • Identify, address and respond to staff performance or behaviour concerns when required. Work in conjunction with Program Managers and HR. • Provide leadership to staff, promote and role model the organisational values, OH&S and adherence to Code of Conduct. Ensure all members of the team have a good understanding of these behaviours. • Coordinate appropriate back fill when staff are absent to ensure continuous quality service • Understand each role within the office and act as a locum when necessary • Create relief reception rosters and participate in the roster when necessary. • Ensure all new staff receive an appropriate induction in the required timeframe. This includes ensuring new staff receive relevant training to meet the requirements of their position. • Participate in recruitment and selection activities for the team. • Coordinate appropriate training as required and ensure accurate training documentation is submitted on time . • Monitor staff working hours and absences. Approve leave requests and ensure timesheets are correctly completed in HR Kiosk. |

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| Service Planning and Delivery | <ul style="list-style-type: none"> • Ensure all complaints are responded to within 10 working days and closed off within 30 days. • Ensure feedback forms are entered into the system within two weeks and are responded to accordingly. • Organise and facilitate transitional housing allocation meetings; adhere to Opening Doors framework procedures. • Facilitate monthly office meetings. Include OHS reports, key policies, and organisational updates on the agendas. Ensure meeting minutes are completed and distributed. • Be aware of local housing and homelessness issues as they arise and the potential impact on BeyondHousing. • Liaise with and collaborate with Client Services, Housing Services and Finance Managers to ensure consistent service delivery. • Assist Program Managers with accreditation and regulatory tasks as required. • Perform work under the direction of Program Managers in relation to specific projects that support operational and strategic goals. • Work with Program Managers to prepare and facilitate program meetings, including creating agendas, ensuring minutes are taken, booking venues, and organizing catering when required. • Only as directed by the CEO or delegate, respond to media enquiries, and provide comment on behalf of BeyondHousing. |
| Financial Management | <ul style="list-style-type: none"> • Ensure HEF and Brokerage budgets are adhered to and expenditure is recorded accurately in Commitment Sheets and SHIP. • Manage and monitor office expenditure, including petty cash and ensure the Petty Cash spreadsheet is accurate. • Liaise regularly with the Finance Team to ensure financial processes are followed correctly • Understand the Delegations of Authority and monitor office payment and procurement procedures • Ensure staff are completing financial documentation on time and accurately this includes ensuring all fields are completed. • Check any relevant documentation before signing cheques. • Ensure rent transactions conducted over the counter are correctly processed • Monitor the use of organisational vehicles and report to the Finance team as required. |
| Data Collection and Reporting | <ul style="list-style-type: none"> • Have a working knowledge of program software systems. • Assist with program reports. • Monitor accuracy of records by staff in organisational databases. • Ensure established deadlines are met. |
| Relationships and Networks | <ul style="list-style-type: none"> • Establish and facilitate effective relationships with Department of Health & Human Services, local agencies and other appropriate organisations. • Develop and maintain effective protocols with relevant stakeholders in the area. • Participate actively within appropriate regional networks, forums and meetings. • Oversee and implement the Opening Doors Framework and ensure representation at Local Area Service Networks (LASN). |
| Office Administration | <ul style="list-style-type: none"> • Manage Co-Location partnerships where relevant • Monitor and manage Office Security • Support the OH&S representative and follow up on outstanding actions when required • Ensure compliance of Critical Incident Reporting • Work within the team to ensure staff and business needs are met • Ability to work at different localities as reasonably required |

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| Broad activities of BeyondHousing | <ul style="list-style-type: none"> • Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation • Act in a manner and represent the organisation in a way that is consistent and reflective of the BeyondHousing values • Adhere to human resources policies including anti discrimination, Code of Conduct, harassment and equal opportunity policies • Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment • Display a positive attitude, treat others with respect and be an active member of the team • Follow lawful direction provided by senior members of the team • Adhere to the Child Safe Standards framework outlined in Policies and Processes, including maintaining a National Police Check and Victorian Working With Children Check. • Abide by relevant legislation including; Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings |
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I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

Name

Date

Instructions:

1. Staff should read this Position Description carefully and ask questions if any clarification is needed.
 2. Staff should retain a copy of this Position Description for their own reference and use.
 3. This is a living, breathing document and may change with the needs of the organisation. Staff and Managers should discuss changes in the position as they arise.
 4. Managers must provide a copy of this Position Description with their letter of offer.
 5. Managers must discuss all requirements in this Position Description with their staff member.
 6. A signed copy of this Position Description must be returned to Human Resources.
 7. Human Resources will place a signed copy on the staff member's file.
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