

## Position Description – Team Leader

<b>Position Title</b>	<b>Team Leader</b>
<b>Department</b>	Residential Services
<b>Responsible To</b>	Managing Director (Residential)
<b>Responsible For</b>	Residential Coordinators
<b>Classification</b>	Level 7 – Social, Community, Home Care & Disability Services Industry Award 2010
<b>Employment Status</b>	Permanent Full-Time
<b>Last Updated</b>	July 2018
<b>Approved By</b>	Managing Director (Residential) & Managing Director (Therapeutic)

### Organisational Context

YLO (Residential Care Services) provides residential care and support services to children and young people placed under the care and protection of the Department of Child Safety, Youth and Women across South East and South West Queensland. The nature of our business requires residential care and support services to be provided 24 hours per day, 7 days per week, 365 days per year.

YLO (Residential Care Services) Head Office and base of operations is located in Loganholme with residential services currently provided throughout the Gold Coast, Cleveland, Logan, Ipswich and Toowoomba regions.

Our vision is to provide restorative experiences of care for children and young people that promote recovery, development and growth to maximise their potential for success and future lifestyle options.

#### **“Lifestyle Pathways, Lifestyle Choices, Lifestyle Options”**

YLO (Residential Care Services) operates under a therapeutic model of care. Therapeutic residential care moves beyond the basic provision of daily care and support and aims to bring about goal-directed and clinically significant change within the lives of children and young people. Therapeutic residential care provides reparative learning experiences within daily life, where each moment brings about opportunities for learning, development and growth.

Within YLO (Residential Care Services) residential care programs, children and young people are able to overcome their trauma and identify pathways for their lives, gain responsibility for choices in their lives, which in turn create options for success.

## Position Context

The position of **Team Leader** plays a pivotal role in leading and guiding service delivery across YLO (Residential Care Services) residential placements to ensure children and young people are supported by the organisation and ultimately achieve positive outcomes. The Team Leader achieves this through providing support, guidance and direction to Residential Coordinators, developing and maintaining a therapeutic practice framework and culture, ensuring practice and performance outcomes are identified and achieved and assisting with the development and implementation of relevant strategies, policies and procedures.

The Team Leader works closely with internal and external stakeholders to increase understanding and improve awareness of YLO (Residential Care Services) model of care and of the issues facing children and young people in care to ensure that the therapeutic needs of the children and young people are being consistently met across environments.

The position of Team Leader is based at YLO (Residential Care Services) head office however there is a requirement to attend stakeholder and other related meetings and to travel to the various residential locations as necessary.

The position of Team Leader is a permanent, full-time role with hours of work to be undertaken Monday to Friday between the hours of 9am - 5:06pm, including a 30 minute unpaid meal break, equating to a 38 hour working week.

## Position Summary

This position of **Team Leader** exists to:

- Undertake Line Management responsibilities and oversee and manage the Residential Coordinators to ensure that services and support provided to children and young people within the residential houses are effective and align with YLO (Residential Care Services) therapeutic framework, goals and objectives;
- Build and develop positive working relationships and networks with stakeholders including Department of Child Safety Youth and Women, Youth Justice and schools to appropriately advocate for the needs of children and young people and inform of YLO (Residential Care Services) framework;
- Review and develop the residential services offered by YLO (Residential Care Services) to its clients by refining the approach as necessary, formulating, implementing and evaluating appropriate strategies, policies and procedures and programs and advocating for support in appropriate forums;
- Actively contribute to the growth and success of YLO (Residential Care Services) by supporting continuous improvement and effectively participating as a member of the YLO (Residential Care Services) team;
- Ensure compliance and quality assurance is maintained; and
- Provide support to management as required.

### Functional Relationships

External	Internal
<ul style="list-style-type: none"> <li>• Department of Child Safety, Youth and Women</li> <li>• Youth Justice</li> <li>• Community agencies</li> <li>• Schools and education services</li> <li>• Family and relatives (as directed)</li> </ul>	<ul style="list-style-type: none"> <li>• Residential Coordinators</li> <li>• Managing Director (Residential)</li> <li>• Managing Director (Therapeutic)</li> <li>• Senior Practitioner (Clinical)</li> <li>• Residential Care Workers</li> <li>• Administration Staff</li> <li>• Clients</li> </ul>

### Key Result Areas (KRAs)

The position of **Team Leader** undertakes the following major functions:

- Line Management
- Stakeholder Liaison
- Strategic and Service Development
- Administration and Compliance
- Corporate Contribution

Position Holder is Accountable For	Position Holder is Successful When
<p><b>KRA 1 – Line Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Undertaking line management responsibilities for the Residential Coordinator team including but not limited, as necessary, recruitment and selection, performance management and daily direction, support and supervision</li> <li><input type="checkbox"/> Ensuring that placements are running smoothly by communicating the residential routines, protocols, and systems and reinforcing YLO (Residential Care Services) policies and procedures to the Residential Coordinator team thus ensuring consistency of placement expectations and compliance with organisational policies and procedures;</li> <li><input type="checkbox"/> Responding to questions, queries and concerns raised by the Residential Coordinator team as they arise and in a timely manner;</li> <li><input type="checkbox"/> Promoting a team approach through active and regular participation in staff meetings;</li> <li><input type="checkbox"/> Undertaking monthly supervision sessions with each Residential Coordinator as per schedule and</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Line Management responsibilities are undertaken as per established Policies and Procedures;</li> <li><input type="checkbox"/> No complaints received;</li> <li><input type="checkbox"/> Timely follow-up calls and correspondence is occurring as necessary;</li> <li><input type="checkbox"/> A team approach is evidenced</li> <li><input type="checkbox"/> Positive and goal focused teams are created and maintained;</li> <li><input type="checkbox"/> The Residential Coordinator team are undertaking monthly supervision and actively progressing</li> </ul>

Position Holder is Accountable For	Position Holder is Successful When
<p>establishing appropriate training plans and goals as per supervision outcomes;</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Following up on supervision outcomes throughout the following month to ensure training and development needs are being addressed and met;</li> <li><input type="checkbox"/> Ensuring issues are addressed as they arise;</li> <li><input type="checkbox"/> Assisting with rosters (as needed).</li> </ul>	<p>towards the attainment of goals developed under the performance review process;</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The Residential Coordinator team are demonstrating development within their practice and progressing towards training plans and goals;</li> <li><input type="checkbox"/> Issues are processed with Residential Coordinators as identified and in a timely manner;</li> <li><input type="checkbox"/> Support is provided to HR &amp; Rostering Administrator to effectively fill rosters as needed.</li> </ul>
<p><b>KRA 2 – Stakeholder Liaison</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Working collaboratively with internal stakeholders to effectively support the needs of a child or young person;</li> <li><input type="checkbox"/> Developing, strengthening and maintaining effective working relationships with key external stakeholders including Department of Child Safety Youth and Women, Youth Justice, other Community agencies and educational services to ensure the needs and goals of a child or young person are understood and addressed and to assist with problem solving;</li> <li><input type="checkbox"/> Advocating, in appropriate forums, for the needs of children and young people in residential care; and</li> <li><input type="checkbox"/> Representing YLO (Residential Care Services) in relevant meetings and networks.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Communication and appropriate networking is evidenced;</li> <li><input type="checkbox"/> No complaints received;</li> <li><input type="checkbox"/> Strong and effective working relationships are maintained;</li> <li><input type="checkbox"/> No complaints received;</li> <li><input type="checkbox"/> Stakeholders are aware of YLO (Residential Care Services) therapeutic framework, goals and objectives; and</li> <li><input type="checkbox"/> YLO (Residential Care Services) is represented in appropriate forums</li> </ul>
<p><b>KRA 3 – Strategic and Service Development</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Being an active member of the YLO (Residential Care Services) leadership team by contributing to strategic direction, planning and service delivery in appropriate forms including at weekly meetings;</li> <li><input type="checkbox"/> Regularly monitoring the work and program outcomes of the residentials within area of responsibility and collaboratively working with management to make improvements where necessary;</li> <li><input type="checkbox"/> Implementing, monitoring and evaluating short and long-term intervention strategies for clients and approving placement support and goal plans and review assessments; and</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Participation in appropriate meetings and forums is evidenced;</li> <li><input type="checkbox"/> Appropriate monitoring and reporting techniques are employed;</li> <li><input type="checkbox"/> Feedback and ideas for improvements are evidenced and enacted as appropriate;</li> <li><input type="checkbox"/> Feedback and ideas for improvements regarding intervention strategies are evidenced and enacted as appropriate;</li> <li><input type="checkbox"/> Placement support and goal plans and review assessments are undertaken as per established timeframes; and</li> </ul>

Position Holder is Accountable For	Position Holder is Successful When
<ul style="list-style-type: none"> <li><input type="checkbox"/> Appropriately responding to and resolving service user, client and stakeholder issues and complaints as they arise in a timely and efficient manner.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> No complaints received.</li> </ul>
<p><b>KRA 4 – Administration and Compliance</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identifying and appropriately managing risks within the service by undertaking monthly residential audits and review processes thus ensuring safety standards are maintained within all residential facilities;</li> <li><input type="checkbox"/> Preparing for and undertaking quarterly compliance and auditing responsibilities with the Department of Child Safety Youth and Women;</li> <li><input type="checkbox"/> Overseeing the maintenance and upkeep of all residential premises;</li> <li><input type="checkbox"/> Undertaking weekly reporting functions</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Risk management processes are undertaken and risk minimised within the service;</li> <li><input type="checkbox"/> Audit requirements are met;</li> <li><input type="checkbox"/> Residential premises are maintained;</li> <li><input type="checkbox"/> No complaints received; and</li> <li><input type="checkbox"/> Reporting functions are undertaken as per established timeframes.</li> </ul>
<p><b>KRA 5 – Corporate Contribution</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supporting the growth and success of the company in advocating for children and young people;</li> <li><input type="checkbox"/> Serving as a role model to others and maintaining consistent personal performance, presentation and behaviour that aligns to YLO (Residential Care Services) standards;</li> <li><input type="checkbox"/> Performing as an effective team member, contributing to team goals and creating an environment of openness, trust, respect and learning;</li> <li><input type="checkbox"/> Actively developing and promoting a positive work culture within YLO (Residential Care Services) by ensuring all interactions, documentation and communications are conducted in a manner that supports the company’s Vision, Mission and Values.</li> <li><input type="checkbox"/> Upholding at all times the Standards of Care, and YLO (Residential Care Services) Code of Conduct and all policies and procedures including OH&amp;S requirements;</li> <li><input type="checkbox"/> Actively participating in Supervision and other learning and development opportunities, internal and external, to foster professional development and attending all relevant organisational meetings and mandatory trainings within specified timeframes;</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Contribution to the growth and success of the company is effective and of value;</li> <li><input type="checkbox"/> Corporate responsibilities and requirements are adhered to;</li> <li><input type="checkbox"/> Actively working as an effective team member is noted i.e. attendance at team meetings;</li> <li><input type="checkbox"/> No complaints;</li> <li><input type="checkbox"/> Evidence of contribution towards creating a positive work culture within the organisation is noted;</li> <li><input type="checkbox"/> No complaints;</li> <li><input type="checkbox"/> Code of Conduct is adhered to;</li> <li><input type="checkbox"/> OH&amp;S requirements are adhered to;</li> <li><input type="checkbox"/> Attendance at Supervision and Professional development is occurring;</li> </ul>

Position Holder is Accountable For	Position Holder is Successful When
<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintaining a high level of confidentiality regarding corporate information and the children and young people's history and information; and</li> <li><input type="checkbox"/> Undertaking other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Confidentiality is maintained at all times; and</li> <li><input type="checkbox"/> Other duties are undertaken as directed as and when required.</li> </ul>

*Note: The precise performance measures for this position will need further discussion between the position holder and line manager as part of the performance development & review process.*

### OH&S Obligations

As an employee of YLO (Residential Care Services), you are expected to:

- Comply with company Workplace Health and Safety policy and procedures and any reasonable instruction given to them to assist in YLO (Residential Care Services) adhering to Workplace Health and Safety laws;
- Conduct workplace activities in a manner which prevents personal injury or injury to other, & / or damage to property, as far as possible;
- Report workplace incidents, hazards or other relevant information as soon as possible and in line with company Workplace Health and Safety policy and procedures;
- Engage in open and meaningful communication to ensure understanding of the health and safety standards expected of them; &
- Participate in relevant and ongoing health and safety information, training and education, as identified appropriate.

As a Line Manager, you will also be expected to:

- Understand, promote and comply with all health and safety policy and procedures;
- Ensure that work areas under their control are safe;
- Engage in open and meaningful communication to ensure that all persons in areas under their control understand the health and safety standards expected of them; &
- Ensure that the behaviour of all persons in areas under their control is in accordance with relevant legislation and with company Workplace Health and Safety policy and procedures.

### Selection Criteria

#### Qualifications

Essential
<ul style="list-style-type: none"> <li>• Tertiary qualifications in Social Work or Psychology</li> <li>• Apply First Aid Certificate; and</li> <li>• Current Drivers' Licence.</li> </ul>

**Desirable**

**Experience, Knowledge & Skills**

**Essential**

- Minimum 4 years’ experience working in a community service / residential care or similar type agency;
- Minimum 2 years’ in a leadership role;
- Demonstrated ability to lead and manage people and develop and maintain motivated, professional and effective work teams
- Demonstrable case management experience;
- Understanding of relevant statutory requirements and legislation particularly Child Protection legislation.
- Experience working with, or demonstrated understanding of the needs of children and young people at risk;
- Understanding of the complexity of issues facing at risk children and young people;
- Demonstrated understanding of appropriate response to clients with behaviours that demonstrate high and complex needs;
- Sound communication and interpersonal skills to effectively engage and establish rapport with clients and stakeholders;
- Demonstrated problem solving skills to assist with identifying solutions and overcoming the day to day issues of working with at risk children and young people;
- Strong written skills;
- Ability to prioritise workload, meet deadlines and work independently;
- Cross-cultural understanding and the ability to effectively communicate with children and young people of all cultural backgrounds; and
- Respect for, and understanding of, confidentiality and privacy provisions

**Desirable**

- Experience within a residential care environment

**Note: All employees of YLO (Residential Care Services) are required (where necessary) to have a Blue Card or have the ability to obtain one. All employees, prior to commencement are required to undertake a Suitability Check (Child Safety Services). All employees are required to hold and maintain a current and valid Blue Card and Suitability Check at all times whilst employed by YLO (Residential Care Services).**

I hereby acknowledge that I have read and agree to fulfil, to the best of my abilities, the above-listed duties and responsibilities:

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

**Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the line manager of this position. This Position Description may be reviewed as part of the preparation for performance development & review process.**