

## Team Leader

### Position Description

<b>Reporting to:</b>	Regional Manager	<b>Work location:</b>	Townsville
<b>Department:</b>	54 reasons	<b>Budget holder:</b>	No
<b>Team:</b>	Youth	<b>Direct reports:</b>	Minimum 4FTE

### About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. With operations in every state and the NT, our services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

### Role Purpose

The key focus areas for the Team Leader are:

- Provide feedback to team to ensure quality service delivery by maintaining team awareness of role responsibilities, and outcomes as per contractual obligations and stakeholder expectations
- Provide effective leadership to a team of practitioners; including the provision of direct Supervision, coaching, development, capability building and performance management at stages of the employee lifecycles, with a focus on developing strong and sustainable teams;
- Ensure timely and accurate monitoring, evaluation and reporting on programmatic inputs, deliverables and outcomes
- Maintain effective stakeholder relationships by liaising and consulting with local communities, professionals, service providers and referral services to ensure our services are meeting client and contractual obligations
- Identify, manage and monitor risks to program/service delivery, quality, staff wellbeing and Child Safeguarding
- Provide advocacy within the broader service system on behalf of children, parents and or carers

### Key Areas of Accountability

#### Team leadership

- Ensure team members adhere to expectations as per programmatic and organisational goals, contractual obligations and their position descriptions
- Lead a team of practitioners throughout all stages of the employee lifecycle, including provision of expert support and advice in Supervision sessions
- Role model and facilitate a learning culture by proactively maintaining knowledge of relevant research, network's programmatic themes and opportunities to enhance team skills and capability

#### Program management

- Monitor contracts and ensure contractual obligations are met via quality management, reporting, data collection and measuring deliverables
- Oversee the day-to-day operational and administrative requirements of the Youth Services in Townsville, Mackay and Hervey Bay
- Ensure compliance with service agreements, policies, procedures and relevant Legislation



### Quality and compliance

- Be responsible for team data and ensure it is accurate, high-quality for timely reporting and assessments
- Ensure team compliance with internal policy and procedure and programmatic requirements
- Identify, monitor and mitigate programmatic risk
- Collect case studies and information for marketing and communication purposes
- Ensure regular case management reviews are carried out with the team to improve client outcomes

### Finance and business development

- Manage staffing, rosters and absenteeism in line with delivery requirements and established budgets, proactively identifying and raising issues
- Contribute to the development of high-quality proposals and funding submissions

### Stakeholder management and advocacy

- Build and maintain effective networks and relationships with stakeholders to promote programs, generate support and create effective referral pathways
- Actively participate in community events to promote and increase awareness of programs
- Maintain internal and external stakeholder relationships with a focus on the program locally to ensure positive community reputation for 54 reasons
- Drive advocacy within the broader service system on behalf of children, parents and or carers

### Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied
- Ensure staff have completed all required training and have up-to-date background and working with children checks
- Lead and promote a culture of strong governance promoting employee health, safety and security and operational risk management
- Show leadership towards health and safety awareness and improvements

### Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes
- Ensure staff have completed background checks and are trained in child safeguarding in line with organisational and program requirements

## Person Specification

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### Essential knowledge or experience

- Demonstrated experience in working with young people in contact with the youth justice system; Aboriginal and Torres Strait Islander people and/in remote communities
- Experience managing and leading high-performing teams with a focus on performance, learning and team development



- Experience working with children and young people using a strengths-based approach to achieve agreed outcomes
- Experience working with employees and/or clients from diverse backgrounds including, low socio-economic groups, young parents, and socially and/or geographically isolated families
- Experience as a practitioner in the relevant programmatic context
- Ability to manage competing priorities and complex scenarios
- Knowledge of relevant legislation impacting the program and an ability to adhere to legislative frameworks
- Knowledge of child protection issues and commitment to upholding the child protection processes
- Strong networking and consultation skills to engage and influence others in a common cause and shared goals
- Demonstrated experience rostering and scheduling teams to ensure service delivery
- Demonstrated commitment to learning, developing skills and sharing knowledge and information

**Required qualifications and/or accreditations**

- Degree in Youth Work, Social Work or equivalent qualification, and/or significant equivalent experience

**Additional Information**

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- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia’s Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

**Driver’s Licence:** Required  
**Working with Children Check:** Required

**Travel:** Describe travel required  
**Assets:** Laptop/other