

# Position description

<b>Title</b>	<b>Team Leader Case Coordination (Partnerships)</b>
<b>Reports to</b>	Program Lead – Corporate Referral Programs
<b>Classification &amp; Salary</b>	SCHCADS Level 7.1 (plus super and salary packaging)
<b>Employment Status</b>	Full Time, Fixed term until June 2023
<b>Primary Location</b>	Latrobe Street, Melbourne. Work from home available. Other locations may be considered
<b>Date</b>	May 2022

## Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

## Role Purpose

This role will see the Team Leader's experience and understanding of people leadership, quality, innovation and service improvement employed to ensure the delivery of evidence informed services with measurable client outcomes. The Team Leader is responsible for assisting in the day-to-day operations, supervision, reporting in line with service agreements and organisational expectation, and will assist to develop and lead a highly competent, engaged and professional team. The Team Leader will support our Corporate Referral Program.

## Corporate Referral Program

The Corporate Referral program delivers high-quality, short-term support and service navigation to clients experiencing complex support needs, including people experiencing family violence, risk of homelessness, mental ill health and other vulnerabilities. The Team Lead will support a small team of Case Coordinators providing phone-based supports. While this program is not intended to replace existing crisis services, the program will work with people who are in crisis, including those experiencing family violence and homelessness. The Case Coordinator will support clients to access the appropriate crisis services for their needs.

Clients are referred to this program by several corporate partners who have identified that their clients are experiencing financial hardship along with other support needs.

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## **Key Responsibilities**

Provide leadership to the Corporate Referral team described as below:

- Lead development of a high-performance team through demonstration of capabilities outlined in Good Shepherds capability framework and performance planning process
  - Ensuring all clients receive high quality, trauma informed support and referrals are appropriate to the client's situation (referral may be to internal or external services).
  - Ensure all programs are delivered within the approved budget
  - Ensuring client information is entered into the relevant systems (including the loan origination system and client management systems) and contained or shared appropriately.
  - Coaching and supporting the team to implement new ways of working and to quickly adopt new systems and processes that improve client outcomes.
  - Ensuring the wellbeing of the team through provision of appropriate support in their day-to-day roles.
  - Provide formal and informal supervision, set goals, and manage contributions of direct reports and contribute to the development of teams understanding, skills and capabilities.
  - Build and sustain excellent relationships with leadership, colleagues, the team, and all stakeholders.
  - Ensure the team maintains client files, case notes and data in accordance with Good Shepherd's standards.
  - Assess risk related to the delivery of programs and work with the Program Lead and National Manager to mitigate the risk
  - Comply with GSANZ policy, procedures and practice and participate in GSANZ organisational activities
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## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
  - Maintain agreed quality standards
  - Maintain OH&S standards at all times
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## Qualifications, Experience, Mandatory Requirements and Competencies

- Appropriate degree level qualification in Social Work, Psychology, or equivalent is essential.
- Experience working in a leadership role within the family violence, family services, homelessness services or related context.
- Experience leading a team of professionals in the delivery of trauma informed client directed services, well developed consultation and collaboration skills and be able to work in complex work environments.
- Demonstrated ability to work in a culturally sensitive way with people from culturally and linguistically diverse (CALD) communities and Aboriginal families.
- Ability to communicate and demonstrate human rights, social and economic justice in practice
- Understanding of the Australian financial and credit system, including debt traps.
- Demonstrated experience in managing programs within the community services system.
- Skills in leading phone intake, assessment, and triage.
- A knowledge of referral options and the ability to make specialised referrals in response to identified client goals.
- A satisfactory Police Check and a current Working with Children's Check (WWCC).
- You will need to provide evidence of Covid-19 vaccination, or medical exemption.

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## Key Selection Criteria

- Must have demonstrated experience working in a client centred model with clients who have experienced family and domestic violence, homelessness, and financial hardship.
- Demonstrated experience in leading a team of people in a flexible workforce model or contact centre or phone-based service delivery.
- Demonstrated understanding of a trauma informed approach and able to work with clients that are experiencing financial crisis, neglect, abuse, domestic violence, disability, and/or mental health.
- Strong communication, negotiation, and advocacy skills.
- Demonstrated staff management experience including practice supervision, recruitment, and managing individual key performance indicators.
- Ability to lead a multi-disciplinary team recognizing individual strengths, needs and areas for development.
- Demonstrated ability to assess and respond to risk from a client, employee, and organisational perspective.
- Excellent written, organisational, interpersonal and communication skills.

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## Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

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## Additional information

### Employment is subject to:

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may need to provide evidence of Covid-19 vaccination, or medical exemption.

### The above requirements will need to be supplied and verified prior to commencement

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.