

Position description

Title	Team Manager and Former Resident Engagement
Reports to	Director of Mission
Classification & Salary	SCHADS Level 7.1, \$102,267.48 plus super and salary packaging
Employment Status	Fulltime, Ongoing
Primary Location	Abbotsford Office, Victoria
Date	September 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

Reporting to the Director of Mission, the Team Manager will lead the Heritage Teams to develop work plans, time management, accountabilities, data management and provide Trauma informed Supervision and Reflective Practice, all in line with GSANZ vision, values, and strategy.

This role manages the Team budgets, broader strategic planning, workforce planning and internal and external reporting.

This role will also carry a Former Resident case load, supporting Care Leavers to access their Good Shepherd records.

The **Team Manager** supports the coordinators of Archives, Chapel and the Former Resident Support Team to deliver the Good Shepherd Heritage programs within their allocated portfolios and inter-dependencies.

The **Archives Team** is responsible for management and safe keeping of past records and files related to the History of Good Shepherd as well as developing systems for future archiving. The Team Leader supports the sisters with relevant historical information when responding to legal claims and/or conducting a personal response with former residents. Archive staff provide support to the Heritage Team and the Redress Program to search for files and historical context for Former Residents of Good Shepherd Institutions.

The **Chapel Team** facilitate life ceremonies (weddings, Baptisms, and funerals), as well as appropriate community, music, and arts events in the Chapel, which is owned by Good Shepherd, and is part of the Abbotsford Convent complex. The Coordinator of the Chapel also manages the Good Shepherd Redress Response.

The **Former Residents Team** supports and assists Care Leavers of Good Shepherd Institutions across Australia and New Zealand to access their files as part of their healing/recovery journey.

There are 5 staff members across the 3 Teams.

Former Resident Support Engagement:

Good Shepherd is committed to our work with clients past and present placing them at the centre. The Former Residents Team provides a supportive, safe responsive and respectful experience for those seeking access to, and an understanding of their past, through records held at Good Shepherd. The role achieves the following outcomes

- To provide, within a trauma informed, therapeutic framework, support, understanding and meaningful resolution pathways for people who in the past lived in Good Shepherd Institutions (Australia and New Zealand).
- To research, prepare and release personal information/records to past residents (or their families) from their telephone enquiry or in-person contact. At times meeting with individuals in person to discuss their past placement with Good Shepherd is more appropriate.
- To respond to requests from Former Residents in a timely manner.
- To provide resources and/or support to Former Residents regarding reunions or gatherings.
- To provide expert advice and support in relation to Good Shepherd memorials - remembering, honouring and acknowledging Former Residents.

Key Responsibilities

- Provide strategic and operational leadership to promote the delivery of services in accordance with Quality, people development, cultural competence, and safeguarding strategies.
- Ensure all services are delivered in line with relevant service standards and program procedures.
- Ensure achievement of service delivery targets.
- Provide high quality leadership through promotion of open communication, teamwork, and delegation.
- Provide high quality, strengths based, reflective supervision to direct reports.
- Ensure delivery of a high-quality integrated and person-centered response to achieve positive outcomes for clients accessing each of the programs.
- Participate in external stakeholder partnerships where required.
- Drive client centered practice, informed by consumer participation, outcome, and impact measurements frameworks.
- Assist past residents to access records held by other institutions or Government.
- Assess individual needs and when appropriate refer individuals to external support networks.
- Maintain comprehensive and accessible data collection and analysis of contacts to inform a quality service response.
- Liaise with Good Shepherd Sisters where appropriate regarding past residents.
- Support implementation of LGBTIQ+ and other cultural inclusion initiatives in the team as required
- Other duties consistent with the position where required and/or requested.

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-centered approach to service delivery.

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information, and reporting
- Maintain agreed service level agreements
- Provide timely reporting.
- 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.

Leadership capabilities

- Interface management – manage relationships between team members and from the team itself to other teams or key stakeholders
- Active Listening- concentrate on, understand, and appropriately respond, to what is being said
- Communication – effectively adapt communication modes and styles to different audiences and mediums
- Team Relationships – recognise, value, and optimise the individual skills and abilities of each team member
- Problem Solving and counselling – work with others effectively to solve problems and develop capability
- Participative decision making – maintain clients at the center of decision making and involve others for ownership and commitment
- Team development – development of strategies to address gaps and optimise team function
- Delegation – team members are developed to competently manage delegated tasks
- Objective setting – development of team and individual goals consistent with strategic and operational plan
- Quality Standards – commitment to quality standards, processes, and continuous improvement
- Work allocation – allocates tasks and accountability to balance and optimise team outcomes

Qualifications, Experience and Mandatory Requirements

Employment is subject to:

- Formal qualification in Social Work, or related discipline, and evidence of Registration where applicable.
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)

Key Selection Criteria

1. Relevant experience in a leadership role, with a focus on trauma informed practice.
2. Experience in trauma-informed practice and case management.
3. Knowledge of historical Institutional care an advantage.
4. Demonstrated experience in leading and managing staff, including practice supervision, recruitment and managing individual key performance indicators.
5. Strong consultation and collaboration skills, and the ability to work in diverse work environments.
6. Demonstrated experience in monitoring and reporting program performance to targets, program outcomes and risks.
7. Demonstrated ability to manage financial and non-financial resources in line with program requirements.

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

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- Evidence of Covid-19 vaccination, or medical exemption
- You may be required to obtain vaccines or immunisations in order to perform the Inherit requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

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

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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.
