



YOUTH & COMMUNITY SERVICES

[www.weave.org.au](http://www.weave.org.au)

## **POSITION DESCRIPTION**

### **Team Leader - Weave Community Hub Woolloomooloo**

<b>Position Title:</b>	Team Leader
<b>Reports to:</b>	Programs and Operations Manager
<b>Responsible for:</b>	Leadership, support and coordination of the Weave Community Hub in Woolloomooloo
<b>Supervises:</b>	Caseworkers, counsellors, community development workers, volunteers and students
<b>Location:</b>	Weave Youth & Community Services, 49 McElhone Street, Woolloomooloo

### **Employment Details and Remuneration:**

<b>Employer:</b>	Weave Youth and Community Services Inc.
<b>Hours:</b>	9 days per fortnight (63 hour fortnight)
<b>Status:</b>	Part time contract - all positions at Weave are dependant on continued funding
<b>Award:</b>	Social Community Home Care and Disability Services Industry Award 2010 (SCHCADS)
<b>Grade:</b>	SCHCADS SACS Level 6 Paypoint 1 - 3 \$45.23 - \$47.21 per hour depending on qualifications and experience
<b>Benefits:</b>	Superannuation @ 9.5% and leave loading @ 17.5% plus generous wage packaging/salary sacrifice available

### **SUMMARY OF POSITION:**

The Team Leader of Weave's Community Hub in Woolloomooloo is responsible for providing leadership, support and coordination to the Woolloomooloo team in accordance with funding guidelines and the values, vision, purpose and policies of Weave Youth and Community Services. Three programs operate from the Weave Community Hub:

- Child, Youth and Family Support Service providing casework support to local families with children and young people aged 0 to 18 years
- Specialist Youth Homelessness Service supporting young people age 12 to 25 years who are homeless or at risk of homelessness
- Community Builders Program which offers drop-in support to community members and supports the development and growth of the local community through capacity building projects, volunteering opportunities, groups and events

The Team Leader is responsible for managing the centre and for providing strong leadership, support and direction to the Woolloomooloo team comprising 7 to 10 staff, volunteers and students. All Weave programs work holistically from a strengths-based, client centred and trauma informed perspective.

## **KEY RESPONSIBILITIES:**

### General Leadership:

- Lead, manage and supervise all aspects of the work of the Weave Community Hub, including service provision, staff supervision, support and team cohesion.
- Site manage the physical space of the Weave Community Hub; duties include coordinating bookings of spaces, maintaining and ordering office supplies and equipment, WHS, managing cleaners, ensuring maintenance issues are managed and resolved etc.
- Create and maintain a warm and welcoming Community Hub for community members using the “Magic of Weave” building blocks of People, Place and Programs.
- Maintain and oversee provision of high quality services to families, children and young people who are referred to the Weave Community Hub programs and who engage through drop-in.
- Develop and review the programs and services offered at the Weave Community Hub to ensure that target group needs are being met.
- Promote the service and develop effective referral networks within the areas serviced by the Weave Community Hub.

### Internal Team Support:

- Lead Weave Community Hub Team Meetings and Intake Meetings and ensure these occur regularly.
- Assist with regular drop-in support - this is a shared duty performed by all Weave Community Hub staff.
- When needed, provide “back-up” casework and drop-in support for clients when key workers are not available due to leave, periods of recruitment etc.
- When needed, assist with group work, events and other project work.
- Attend regular line management supervision with Weave’s Programs and Operations Manager and attend external supervision.

- Collaborate with Weave's Programs and Operations Manager, HR and CEO to recruit new staff members into key positions to ensure funding body targets and community needs are met.
- Recruit, supervise and support students and volunteers.
- Initiate training, team building and planning days for staff.
- Provide regular line management supervision to all Weave Community Hub staff and support staff to arrange their external supervision.
- Oversee the team's compliance with individual Work Plans, the collection of Client Satisfaction data, and other outcome measures and program evaluation data.
- Ensure written Project Plans are submitted by staff wishing to carry out projects and events; review and approve Project Plans as required.
- Undertake performance appraisals with team members and foster the professional development and training of team members.

#### Community Development and Engagement:

- Facilitate community consultation to evaluate effectiveness and relevance of WCH programs and develop new initiatives that meet community needs, in line with funding guidelines and in collaboration with other services.
- Consult with the local community about what services are required and the best way to deliver those services.
- Collaborate with community to devise, deliver and evaluate community capacity building activities, groups, projects and events that meet community need.
- Collaborate with community and local organisations on interagency projects and events such as Youth Week and NAIDOC celebrations; lead the Woolloomooloo community NAIDOC event.
- Establish and maintain professional and meaningful relationships with community members.

#### Compliance and Reporting:

- Oversee the team's compliance with client databases (currently DEREK and CIMS).
- Complete reports as required by funding bodies, prepare funding and grant submissions, write tenders, undertake program evaluations and prepare other compliance documentation as required by Weave and funding bodies.
- Implement, manage and monitor team strategic planning activities in line with Weave's current Strategic Plan.
- Assist with Weave's continuous quality improvement work to maintain accreditation under ASES standards.
- Ensure all staff are aware of and comply with their obligations under Weave Youth and Community Services policies and procedures.
- Develop, review and amend policies and procedures of Weave's Community Hub in consultation with the Programs and Operations Manager and in line with Weave's broader policies and procedures.

- Manage disputes and complaints in consultation with the Programs and Operations Manager and in line with Weave's policies and procedures.

#### Partnerships:

- Develop partnerships to strengthen the impact of the Weave Community Hub
- Work closely with the Weave Partnerships and Marketing Manager to develop MOUs and SLAs to ensure clear understandings and processes for partnerships.
- Support and comply with partner obligations for the Specialist Homelessness Services Consortium - Launchpad (lead partner), Weave and Ted Noffs.

#### Financial Responsibilities:

- Assist Weave's Accounts Coordinator to meet SHS brokerage obligations as required.
- Develop an annual budget with the Programs and Operations Manager and CEO and ensure financial responsibility and compliance
- In line with Weave Funding Policy and in consultation with the Weave CEO seek out funding opportunities to meet the service provision needs of the Weave Community Hub.

### **GENERAL RESPONSIBILITIES OF ALL WEAVE STAFF:**

- Work as part of the wider Weave team displaying effective team membership.
- Participate in Weave staff meetings, Program management, team building, strategic planning, training and performance appraisal as required.
- Perform all duties in accordance with the Weave Code of Conduct and the Weave policies and procedures.
- Maintain a commitment to EEO policy and WHS safety standards, ethical practice principles and a commitment to the principles of cultural diversity.
- Take responsibility to ensure that Weave is a warm, inviting and hospitable environment for everyone to be in. Treat people like you would if they were guests in your home.
- Notice when things are untidy and clean up as needed.
- Make sure all visitors are welcomed and looked after including offering cups of tea, coffee, water etc. and that they get the assistance they came for, or at least information and referral if Weave cannot assist directly.
- Hospitality is a shared responsibility of the whole of the Weave team and is included in the job descriptions of all staff.
- Whilst it is understood that each worker has specific duties, there is a natural overlap of roles.
- Expectations of workers roles can change according to the needs of the community and available resources.

- Other duties as required.

## **SELECTION CRITERIA:**

### **Skills and attributes:**

- Experience, understanding of and commitment to working holistically with people experiencing complex social issues such as domestic violence, homelessness, mental health and AOD challenges, family breakdown, poverty and isolation.
- Understanding of trauma informed, strengths based and person centred practices.
- Excellent skills in managing complex community dynamics.
- Strong communication skills, both verbal and written.
- Demonstrated interpersonal and relationship building skills.
- Strong negotiation and conflict resolution skills.
- Ability to work as a team member and with a high degree of autonomy.
- Strong computer and IT literacy skills.
- Understanding of the challenges facing Aboriginal young people, families and communities.
- Common sense and an excellent sense of humour.

### **Qualifications, experience and mandatory requirements:**

- Tertiary qualifications in Social Work, Community Services, Welfare, Mental Health, Community Management, Youth Work or similar.
- At least 3 years experience providing inspirational leadership to a team in an NGO setting or similar.
- Experience providing casework support to families, young people and children experiencing a range of complex issues including homelessness, family breakdown and isolation.
- Demonstrated experience and skills in community development and engagement.
- Program and project management experience including planning, implementing, evaluating, reporting, submission writing, accountability, and managing budgets.
- Current NSW Working With Children Check Clearance.
- NSW Class C drivers licence.

### **Desirable:**

- Experience delivering groups and organising events.