



Position Description

Position Title	Team Leader Social Support Services
Reporting to	CEO
Hours of work	22.8
Classification	SCHADS Social Worker Level 6
Program	Social Support
Position Location	Doncaster

About Doncare

Doncare is a not-for-profit community and counselling service that provides support to families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Information and Crisis Support, Family Violence Services, Family Services, and Social Support for Seniors.

You can find information about our organization, Vision, Purpose and Values on our website <https://doncare.org.au/mission-and-vision>

Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do.

<https://doncare.org.au/child-safe-commitment>

Whilst all Doncare programs and activities may not involve regular contact with children by members, volunteers and employees, as, such, all programs and activities will be subject to the Child Safety Policy.

About the Role

The Team Leader is responsible for management of the Social Support Programs for Seniors, which incorporates Social Support Groups and the Aged Care Volunteer Visitors Scheme (ACVVS). The programs support social interaction and connectiveness for senior citizens within the local Manningham area, either in a group setting or via one on one home visits. The Team Leader is responsible for ensuring KPI's and targets for both programs are met, staff and volunteers are recruited, training requirements are completed, and funding reporting and quality obligations are met

This role will lead innovative development of the program as the needs of the client cohort and the sector change.

Key Result Areas, Responsibilities and Performance Measures

Key Result Areas	Responsibilities	Performance Measures
Doncare's values	<ul style="list-style-type: none"> • Demonstrated commitment to work in accordance with Doncare's values and behaviours. • The values of the organisation are understood and adhered to in all transactions including equitable access to services 	Ensure policies, procedures and codes are complied with at all times.
Operational Responsibilities	<ul style="list-style-type: none"> • Lead the day to day operations and supervision of the Social Support Services team (including staff, volunteers and students). • Support the CEO in future planning, enhancement and redevelopment of Social Support Services • Services are accessible and respond appropriately & responsively as needs change for the clients 	Ensuring effective operation of the Social Support Services take place in an environment of collaboration with timely and appropriate feedback to the CEO.
Funding	<ul style="list-style-type: none"> • Assist in preparations for submissions for funding as required • Actively pursue opportunities for program expansion and innovation 	
Supervision	<ul style="list-style-type: none"> • Oversee team members coordination of group work and other client support approaches • Ensure Social Support staff are meeting the needs of our clients and volunteers • Attend prearranged dates scheduled for supervision and training. 	<p>Regular meetings with your staff.</p> <p>100% attendance, unless there is reasonable reason if unable to so.</p>
Networking	<ul style="list-style-type: none"> • Establish and maintain relevant referral and potential partner networks 	Ensuring effective and collaborative relationships are

	<ul style="list-style-type: none"> • Liaise with other appropriate community service providers to ensure effective referral systems and coordination of service provision for seniors 	established and maintained with associated networks and other professionals and to ensure best practice in the provision of support to vulnerable clients
Compliance	<ul style="list-style-type: none"> • Ensure compliance with reporting and contractual requirements • Data base oversight required 	Ensuring reporting is timely and accurate and enables key stakeholders to make informed and proactive decisions to enhance the operations of organization Compliance requirements are met on a timely and effective basis.
Resilience	<ul style="list-style-type: none"> • Meet the challenges of change as it occurs within the service and organisation. 	Positively embrace and adopt change as it occurs
OHS	<ul style="list-style-type: none"> • Actively assess, manage and where possible mitigate workplace risk including, WHS, client related risk, reputation risk and personal risk. 	Protect the rights, safety and wellbeing of people you interact with in the course of employment.
Continuous Improvement	<ul style="list-style-type: none"> • Participate in continuous improvement initiatives including policy and program development when required. • Support the CEO in identifying and designing continuous improvement initiatives including policy and program development when required • All internal and external requirements for risk management, meeting targets, maintenance of case notes and file documentation are complied with appropriately and effectively including the principles and practices associated with Doncare's Quality Management System 	Ensure staff compliance with Doncare's policies and procedures. Proactive problem-solving and ability to review and improve processes if required.
	<ul style="list-style-type: none"> • Accreditation and Legislative compliance • Proactively apply your specialist knowledge in the 	Ensure compliance with legislation, contract, and policy requirements in your day-to-day work in order to meet the

	review and maintenance of policies, systems, and processes.	agencies audit, contract and regulatory obligations.
	<ul style="list-style-type: none"> • Ensure that the safety of children is promoted, child abuse is prevented and allegations of child abuse are properly responded to. 	Compliance against the Child Safety policy and procedures and ensure appropriate child related interactions.

The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the agencies operational needs.

The Position Description may be amended from time to time at the organisation's discretion and with changing requirements. Where there is inconsistency between KPI's in this Position Description and those within the Agency's objectives, the Agency's Objectives will stand.

Selection Criteria

- Qualifications: A relevant qualification in Social Work is essential. Eligible for membership of the AASW or equivalent
- Knowledge of Funding and Service agreement requirements, Commonwealth Home Support packages, HACC PYP and Aged Care Volunteer Visitors Scheme funding guidelines is essential
- Demonstrated high level of understanding of the issues and challenges of our senior citizens
- A proven innovative approach to team leading with the ability to lead changes in program structure and practice as change is needed
- Knowledge and experience in the co-ordination, management, supervision and development of staff, students, teams and volunteers including to prioritise and meet deadlines.
- Outstanding verbal and written communication skills to effectively foster relationships with colleagues and key stakeholders
- Proven ability to work in a team with an understanding and commitment to teamwork and an ability to work with a diverse range of people,
- Demonstrated ability in time management, setting priorities and planning work effectively.
- Demonstrated resilience and ability to pivot with changing goals and tasks
- An understanding and commitment to a community based agency, understanding of group functioning/dynamics and volunteerism
- Some experience in managing a budget
- High level of integrity and reliability
- Advanced skills in Microsoft Office suite (Word, PowerPoint and Outlook) and data bases as well as a social media platforms.

Conditions of Employment

- Doncare has a legal and moral responsibility to ensure the safety of all children in accordance with the Child Safe Standards and expects all staff to commit to this standard and understand their duty of care obligations
- Pre-employment checks will include a Police Check, Working with Children Check, and contact with two referees. This role requires the police check to be renewed every three years.
- All offers of employment are subject to a six month probation period. The staff member will be asked to participate in an annual performance

review linked to the key responsibilities and key performance indicators set out for this position.

- Generous salary packaging is available
- Doncare is a non smoking agency
- A current Victorian driver's license is required
- All employees of Doncare are bound by the approved policies and procedures of the organization
- To be fully aware and comply with the responsibilities and requirements of the OH&S Act and related regulations.

Acceptance of this Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date _____