

POSITION DESCRIPTION

Position:	Team Leader
Program:	Financial Counselling
Hours:	Full Time (38 hours per week)
Duration:	Limited Tenure until June 26 th 2017
Location:	Morwell, with a requirement to provide outreach to other service locations in Gippsland.
Accountability:	This position is directly accountable to the Community Services Program Manager
Date:	February 2017

INTRODUCTION

At Anglicare Victoria our focus is on transforming the futures of children and young people, families and adults. Our work is based on three guiding pillars, Prevent, Protect, Empower. We offer a comprehensive network of services and seek to ensure the provision of high quality services that will bring about significant improvements in the life experience of the young people, children and families/caregivers with whom we work.

Anglicare Victoria has an official Reconciliation Action Plan (RAP) that bears the Reconciliation Action Trademark. The RAP requires that staff continue to develop their cultural competence so as to maximise opportunities and improved outcomes for Aboriginal and Torres Strait Islander peoples.

OVERVIEW OF PROGRAM

The Financial Counselling Team works across the Gippsland region to develop, coordinate, and deliver services which promote access to affordable credit & financial services as a basic element of citizenship, essential to participation in society. The work of the Financial Counselling team focuses on advocacy on behalf of low income consumers, promotion of a personal capacity to make responsible use of credit and financial resources, and improving the financial literacy of the broader community.

Work is undertaken with a high regard for human dignity, in the most compassionate non-judgmental context, with the aim of helping individuals make the most appropriate choices given their personal circumstances.

POSITION OBJECTIVES

- To manage the day-to-day delivery of a high quality, flexible and accountable service to clients requiring financial counseling
- To work in conjunction with the regional management team to plan responses in relation to regional service developments as they relate to the financial counseling program
- To ensure that these programs are operated in accordance with service agreements, organisational policies, and accepted standards of practice.
- To ensure the ongoing supervision, development, performance management and training of service staff.

KEY RESPONSIBILITIES

Service Management

- Contribute to and initiate service developments and participate in service redevelopment and redesign as required.
- Manage the day-to-day delivery of program services to clients requiring financial counselling
- Participate in program and policy development as directed by the Manager.
- Ensure that service delivery is focused on the needs of the service user and that it occurs within budgetary and Service Agreement parameters.
- Identify and correct internal service performance issues to ensure quality outcomes.
- Liaise with funding bodies, participate in the negotiation of service contracts and ensure that performance targets are met.
- Prepare accountabilities for funding bodies as required.
- Liaise and consult with relevant regional service networks, including DHS, church and community groups.
- Respond in the first instance to enquiries or complaints in relation to service delivery and escalate these to regional management as required.
- Participate in internal organisational service and professional development initiatives as required.
- Contribute to and support promotional, business development and fund raising initiatives undertaken by Anglicare Victoria as required.

Resource Management

- Monitor and ensure compliance with program-specific policies and procedures.
- Oversee the day-to-day supervision of staff, in accordance with human resource policies and procedures.
- Conduct the annual performance review for Residential and/or SACS staff as delegated by the manager.
- Recruit and recommend selection of service staff and assess their training needs, in consultation with the Manager.
- Contribute to the preparation of cost centre budgets and maintain accountability for these budgets and implement corrective action as required.
- Participate in the development of appropriate service models for tenders as required.
- In conjunction with the Manager or Human Resources, implement strategies to maintain staff morale, cohesion and a strong sense of team.

Occupational Health & Safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees and volunteers are required to take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures.

KEY SELECTION CRITERIA

- Relevant/equivalent qualifications and experience as a financial counseling practitioner
- Extensive experience in supervision of staff
- Extensive experience in team development and maintenance
- Demonstrated experience in the development of programs, activities and support networks for clients requiring financial counseling
- Demonstrated Communication skills, both oral and written.

Workplace Managers / Team Leaders

Establishing the following OHS requirements in the workplace for which they have control or responsibility:

- provide information, instruction and training to employees in order to perform their work safely and without risks to their health
- assign people and resources to complete OHS activities (including time and materials)
- ensure people in key OHS roles receive appropriate training and supervision
- establish specific processes for OHS consultation and communication including issue resolution with Health and Safety Representatives (HSR) and employees.
- supervise employees to enable them to perform their work safely and without risks to their health
- comply with the requirements of OHS legal notices (e.g. Provisional Improvement Notices (PIN), Improvement Notices and Prohibition Notices) and follow all policies
- promote positive work relationships and act early to address interpersonal issues such as stress, bullying, morale and workplace conflict issues

Workplace Managers have been delegated as the employees responsible for managing health, safety and wellbeing in their workplaces. Managers may nevertheless delegate to the OHS Representative, or other employee, the operational aspects of implementing health and safety initiatives.

All AV employees are required to take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's occupational health and safety (OHS) policies and procedures.

Managers/Team Leaders/Supervisors will be required to complete the OHS requirements of the organisation, which may include local level training relating to equipment usage, Hazardous Chemicals, PPE.

Desirable Skills, Knowledge, and Experience

Skills

- Demonstrated leadership qualities, including the capacity to lead and motivate a small team.
- Sound staff supervision skills, including performance management.
- Possess a flexible and adaptive approach to service delivery.
- Highly developed interpersonal and written communication skills.
- Ability to implement and monitor program budgets and cost centre expenditure.
- Process a commitment to social justice principles and to Anglicare Victoria's mission and values.

KNOWLEDGE AND EXPERIENCE

- Substantial direct delivery experience and expertise in the appropriate program or service stream.
- Policy development experience is desirable.
- Possess a sound knowledge of Microsoft Office applications, particularly Word.

TERMS AND CONDITIONS

- An attractive remuneration package will be negotiated with the successful applicant. Salary Packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check and must provide a Working with Children Check prior to commencement.
- A current Victorian Driver's licence is essential.
- Anglicare Victoria is a member of HESTA (Health Employees Superannuation Trust). At present, we contribute 9.5% of ordinary time earnings to this fund. Staff may elect to choose their own superannuation fund.

TO APPLY:

Please apply in writing addressing the key selection criteria and nominating three professional referees to Amanda Thomas, Community Services Program Manager Amanda.thomas@anglicarevic.org.au

For further enquiries contact Amanda Thomas on 5135 9555.

Applications close Sunday 19th February 2017.