

JOB DESCRIPTION

1. **TITLE OF POSITION:** Team Leader
2. **CLASSIFICATION LEVEL:** **Level 4 Crisis**

Social, Community, Homecare and Disability Services
Industry Award
3. **SECTION / PROGRAM:** Youth110, Foyer Port Adelaide, Outreach

This is a leadership position that provides a unique opportunity to work across all of our services, including:

- Adelaide's only youth crisis accommodation facility, Youth110 provides 30 self-contained apartments over four floors, with office space for 24 hour case management and support. Located in the UNO apartment complex, Youth110 is the world's first apartment-based crisis service to be co-located in a mixed tenure residential building.
- Foyer Port Adelaide, a partnership between the SA Housing Trust and St John's Youth Services, provides medium-term independent apartment accommodation for young people who want to re-engage with education, or seek training or employment.
- Outreach services include transitional outreach support for young people who have stayed at our accommodation services, and Next Step — an intensive, individualised and long-term solution to homelessness that equips young people with the skills they need to live independently. Keeping my Place is an early intervention response that provides support for young people who are living in private rental, but at risk of losing their tenancy due to personal or financial crisis.

4. **POSITION OBJECTIVES:**

- To invest in and support young people by fostering an environment that encourages positive development, resilience and independence through an Advantaged Thinking framework. This role is dedicated to recognising and nurturing each young person's inherent strengths, talents and potential, while ensuring a holistic and responsive approach aligned with the 12 Elevate Principles.
- Be primarily responsible for the coordination of case planning and case management in response to the individual needs of young people.
- Provide leadership, direction and supervision to the team of Youth Transition Workers.
- Maintain an environment that meets the physical, emotional and developmental needs of young people necessary to enhance their social and living skills.

(a) *Within the services (Youth110, Foyer Port Adelaide and Outreach)*

- To implement models of practice and young people intervention that enhance outcomes and consistency in supporting young people through:

- Providing a practice overview of Youth Transition Workers in conducting Stay Strong Planning (SSP) with young people to develop plans focussed on individual young peoples need;
 - Delivery of therapeutic interventions that impact on the burden and effects of homelessness;
 - Reviewing young people’s Stay Strong Plans (SSP);
 - Maintaining proper reporting and recording procedures;
 - Convening and attending case conferences and meetings in conjunction with young people’s SSP.
- To provide leadership within the service by:
 - Modelling best practice within the team of Youth Transition Workers;
 - Providing a last point of contact to other agencies regarding the case management of young people;
 - Contributing to the learning objectives of students on placement in the service;
 - Providing information and recommendations to Service Managers regarding young people and case work service delivery issues;
 - Delegating young people case plan related tasks to Youth Transition Worker Team; and
 - Attending network forums, meetings and training sessions and feeding back information to the Service Managers and operational team.

5. REQUIREMENTS OF THE JOB:

(a) **Skills required:**

- Ability to provide leadership, motivation and direction in achieving team goals
- Ability to provide a high standard of professional supervision to Youth Transition Workers
- Ability to apply therapeutic frameworks and understand rationale / intent
- Ability to support Youth Transition Workers to develop Stay Strong Plans, to achieve objectives and evaluate outcomes with young people
- Ability to communicate effectively, verbally and in writing, with employees at all levels, young people, service partners and other agencies (both government and non-government), and using computer based technology where appropriate / required
- Interpersonal skills of a high standard
- Report writing skills of a high standard
- Ability to work with minimal supervision, organise priorities and meet deadlines
- Effective time management skills

(b) **Knowledge required:**

- Knowledge of the principles of effective teams, employee supervision and appraisals, modelling of competent standards of practice to identify workers’ learning needs
- Knowledge of processes to identify young people’s needs and standards of service delivery to support Youth Transition Workers to develop case management plans

- Knowledge of residential care applications and the ability to provide professional advice on care practices to workers
- Knowledge of models of interventions and harm reduction strategies
- Knowledge and understanding of adolescent and family development principles
- Knowledge and understanding of cultural issues in service delivery
- Knowledge of behaviour management techniques
- Knowledge of processes to identify young people needs and standards of service delivery to develop case management plans
- Knowledge of the Children’s Protection Act 1993
- Knowledge of homelessness in particular to young people.

(c) Experience and / or qualifications and / or training required:

Essential:

- Degree in Social Work, Behavioural or Social Sciences or equivalent in human services field
- Experience in Team Leadership positions
- Experience in assessment and case management
- Child Safe Environment training
- Working with Children clearance (South Australia)
- Senior First Aid Certificate
- Driver’s Licence
- DHS Screenings of a Cleared standard
- Satisfactory completion of the statutory Psychological Suitability Assessment (PSA). For further information visit www.psychcheck.com.au/services/psychological-suitability-screening.
- Fully Covid Vaccinated

Highly desirable:

- Experience in employee supervision within a human service setting
- Experience in residential or crisis service, youth service or in community services field
- An awareness of the range of services available to young people in metropolitan Adelaide
- Experience in working with young people with high and complex issues.

6. RESPONSIBILITIES & DUTIES

Service Provision / Professional Administration

Responsible for the provision of Case Coordination to young people in accordance with the following tasks:

- Incorporate Advantaged Thinking and Elevate Practice Principles across practice approach and service delivery;
- Oversee formal assessment, developing focussed SSP, in addition to convening and attending case conferences as required;
- Developing and modelling best practice within the Youth Transition Worker team;
- Supporting and/or contributing to the learning objectives of students on placement within the service where appropriate;
- Liaising with other service providers regarding case management of young people.
- Ensuring appropriate referrals and conducting reviews;
- Oversee and participate, where necessary, in regular assessment and review processes and the delegation of relevant tasks to Youth Transition Worker team;
- Advising Service Managers on training needs within Youth Transition Worker Team;
- Providing relevant information to young people's families, care givers and service providers in accordance with Privacy legislation, NAHA Guidelines, Information Sharing Guidelines and the policies and procedures of St John's Youth Services.

Responsible for the provision of team leadership that aligns with all Service Agreements.

Responsible for the coordination, supervision, direction, guidance, support and allocation within St John's Youth Services, including:

- Regular monthly supervision of all Youth Transition Workers allocated to services;
- Regular reflective practice to ensure Advantaged Thinking and Elevate are embedded into practice;
- Advising Service Managers on appropriate training, professional development and orientation for workers allocated to the services;
- Ensure maintenance of employee rosters, collation and preparation of timesheets to Service Managers to enable fortnightly payments to employees;
- Ensure that safe and non-discriminatory work practices are maintained for the benefit of young people and employees of St John's Youth Services in accordance with WSHEQ and Equal opportunity legislation, and report discrepancies directly to Service Managers;
- Ensure that personal performance and employees at services are always in accordance with the ideals, standards and organisational objectives of St John's Youth Services and maintain professional behaviour.

Allocate and participate in the daily activities of the service with Youth Transition Workers to ensure activities and services are in accordance with the needs of young people and the service to ensure the following outcomes:

- Maintenance of an appropriate level of support, safety and supervision of children and young people;
- Enhancement of the social and living skills of young people to facilitate their transition to appropriate independent accommodation;

- Advocacy and liaison necessary to promote and maintain the rights of children and young people;
- Delivery of activities and services, and development of cost effective recreational activities that provide opportunities and facilitate young people progressing toward independence;
- Personal performance and professional behaviour is maintained in accordance with the ideals, standards and organisational objectives of St John’s Youth Services.

To be responsible for, in consultation with management team:

- The appropriateness of referrals to ensure that the young people group remains consistent with target group requirements of Service Agreement;
- That practice complies with the policies and procedures of St John’s Youth Services.

Attend to the day-to-day administrative requirements associated with the service:

- Maintain service outlet and young people records;
- Monitor the ongoing recording of statistical data, including NAHA Recording requirements, h2H;
- Preparation and submission of written reports to the Service Managers on all aspects of service delivery.

Liaise with the community and advocate on behalf of the target group via:

- Close liaison with relevant mainstream providers, local communities and youth services to promote increased awareness of young people’s needs through participation in networks, forums and peak bodies relevant to the aims of St John’s Youth Services as proxy for the Service Manager.

7. ORGANISATIONAL RELATIONSHIPS

The Team Leader reports directly to the Service Managers and is accountable to the CEO of St John’s Youth Services.

8. EXTENT OF AUTHORITY

Able to purchase goods within the procedures of St John’s Youth Services or as authorised by the Service Managers.

9. SPECIAL CONDITIONS

Some afterhours work and on call arrangements will apply.

Occupant: Name:.....

Team Leader

Signature:Date:
.....

Supervisor:

Name:

Service Manager

Signature:Date:
.....

Approved by:

Nicole Chaplin

Position:

CEO

Signature