



Position Description

Position:	Team Leader
Direct reports:	Social Service Practitioners
Reports To:	Practice Manager
Approved Date:	26 July 2017

Overview

Anglican Family Care Centre has been delivering social services in Otago for over forty years, working with children and their families.

The organisation's mission is:

'Providing social services in Otago to children and families from diverse backgrounds to restore wellbeing and enhance their social resiliency'.

Anglican Family Care has the responsibility for delivering:

- Social services and counselling support to children and families
- Family Start programme
- Restorative Justice
- A strong brand and community relationships

Purpose

The purpose of this position is to:

- Lead, manage and continuously improve the quality and effectiveness of a team providing social services to vulnerable children and their whānau.
- Ensure the strategic direction of the organisation is achieved and that Anglican Family Care continues to grow as a provider of quality social services.

Key Responsibilities

The table below provides an overview of the key responsibilities for this position in the form of deliverables and expected outcomes. The deliverables outlined are presented as included in, but limited to the role.

Deliverable	Expected Outcomes
1. Staff Management	
Effectively manage a team of social service practitioners	<ul style="list-style-type: none"> • Staff are aware of and adhere to the principles and timeframes of the CYP&F Act 1989, with particular reference to the paramountcy of the child • Staff understand agency goals, objectives and priorities • Referrals into each service are appropriate and clients receive a timely response • All systems are managed effectively within the team to ensure available agency resources are utilised well • Suitable and skilled staff are recruited and inducted in consultation with Practice Manager/Director • New staff are trained, coached and work is checked towards continual improvement in their skills and knowledge • Suitable workload management tools are developed across all services • Staff follow the standards of behaviour expected in the agency Code of Conduct and as set out by their own professional bodies • Staff follow and understand agency Policies and Procedures
Lead and motivate staff to perform effectively to achieve agreed outcomes	<ul style="list-style-type: none"> • Staff resources are utilised effectively and high productivity levels are maintained • The health and well-being of staff is maintained and worker stress is appropriately managed • A team culture that fosters co-operation and support for one another is strong • Staff are able to work as a team and deliver to agency performance targets • Develop and lead an energetic and committed team with robust communication systems • Staff are supported with difficult decision making
Provide supervision, training and assist with recruitment and encourage the development of team members, including professional development	<ul style="list-style-type: none"> • Staff receive appropriate and timely supervision in line with agency policy and professional memberships • Professional development plans are in place, and staff achieve identified goals

Deliverable	Expected Outcomes
	<ul style="list-style-type: none"> • Opportunities for secondment or higher duties identified, as appropriate
Ensure appropriate performance review processes of team members are in place and conducted effectively	<ul style="list-style-type: none"> • Staff employed are supported to become experienced and skilled and meet the requirements of the position • Reviews are undertaken, personal growth and professional development is continuous • Staff performance reviews are conducted and/or as and when necessary • Poor performance is managed in a timely manner and in line with legislation and policy
2. Management Responsibilities	
Contribute to senior staff group meetings and other agency forums	Effective participation in senior staff group meetings that includes information sharing, identification of operational issues and risks and contributing to ideas that effect best practice management
Provide reports and statistics to the Practice Manager as required	Effective reporting achieved by the first week of the month to Practice Manager
Provide oversight and management of the case management system	<ul style="list-style-type: none"> • Appropriate records are maintained in line with legislation, agency and contract obligations • Staff are competent and confident in accurately using the case management system • Staff perform to the standards required by agency contracts, as set out in service specifications, manuals and guidelines
Active participation in training and self-development to keep abreast of new trends and ideas, and supervision on a fortnightly basis with Practice Manager	Is fully effective and knowledgeable in the role and continues to integrate new learning into practice, and supported and sustained in their role
Develop and maintain strong networks to enhance professional development, service delivery and contribute to the active promotion and marketing of programmes	<ul style="list-style-type: none"> • Communicates well with stakeholders at all levels • Works collaboratively with other service providers • Our services are well understood in the Social Service Community through appropriate promotion and marketing. • Provide a consistent referral point for referrers and clients
3. Other Duties	
For Team Leaders, who are responsible for recruitment and support of caregivers, children	<ul style="list-style-type: none"> • Children placed in care are kept safe

Deliverable	Expected Outcomes
are placed in the care of the agency in accordance with the CYP&F Act, 1989	<ul style="list-style-type: none"> Caregivers are trained according to agency standards, set by MVCOT, and receive appropriate support
To undertake any other duties that may be directed by the Director of Anglican Family Care	

Delegations of Authority

The **Team Leader** has the delegation to approve annual leave and manage performance for team members. Any financial expenditure must be approved by the Practice Manager. Approve professional development for worker up to the budgeted amount.

Health and Safety

Anglican Family Care is committed to achieving the highest level of health and safety for its staff. All employees are expected to take the initiative to identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee the health and safety of staff members and colleagues as well as your own, are your responsibility. You are expected to work safely and to actively participate in health and safety programmes in your area, and where possible stay up to date with agency requirements. It is expected that you will report all accidents or potential hazards to your direct line manager.

Treaty of Waitangi

Anglican Family Care is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the articles as well as the principles of the Treaty of Waitangi – Partnership, Participation and Protection.

Partners for Change Management System (PCOMS)

PCOMS is used by Anglican Family Care as an approach to enhance client/worker relationships, honour the client's voice and their theory of change, and demonstrates outcomes across client populations and settings.

Person Specification

An Overview of the person specifications for this role is as follows:

Area	Essential	Desirable
Qualifications or Education:	Tertiary qualified	
Experience & Knowledge:	<ul style="list-style-type: none"> Experience and knowledge in social work or relevant discipline for Family Start Sound knowledge and experience in Care and Protection principles and the CYP&F Act 1989 A current full New Zealand Driver Licence is essential 	<ul style="list-style-type: none"> Previous supervisor or similar management experience or; <ul style="list-style-type: none"> Completed training in professional supervision Practical experience of employment and HR principles

Skills / Attributes:	<ul style="list-style-type: none"> • Able to work with Senior Staff Group and Senior Management on matters of sensitivity and confidentiality • Able to communicate well with stakeholders at all levels and be able to work collaboratively with other service providers • Excellent time management, prioritising and multi-tasking • Well-developed assessment skills • Ability to provide leadership and manage the organisation of a team – workload management, reporting, administration and planning • Negotiation and conflict resolution skills • Ability to set boundaries and differentiate between work and personal relationships • The ability to work well and think clearly under pressure • An understanding of Health & Safety practices
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Personal Competencies

The competencies for the role are determined by applying the SHL Unified Competency Framework. The competencies specific to this role are as follows:

Competency	Essential	Desirable
1.1 Deciding & Initiating Action	✓	
1.2 Leading & Supervising	✓	
2.1 Working with People	✓	
3.2 Persuading & Influencing		✓
3.3 Presenting & Communicating Information		✓
4.1 Writing & Reporting	✓	
4.3 Analysing		✓
5.1 Learning & Researching		✓
5.2 Creating & Innovating		✓
6.2 Delivering Results & Meeting Customer Expectations	✓	
6.3 Following Instructions & Procedures	✓	
7.1 Adapting & Responding To Change		✓
7.2 Coping With Pressures & Setbacks	✓	
8.1 Achieving Personal Work Goals & Objectives	✓	

Any other attributes or factors to consider:

- Has the professional maturity to handle sensitive and / or confidential information and/or act appropriately within the varying environments and situations required of the position.
- Is able to work outside of standard hours when required to achieve job objectives.

I _____ have read and understood this position description and I am aware of the responsibilities, requirements and duties of the role and I accept this position

Signature: _____

Date:

Manager

Name: _____

Date:

Signature: _____