Position Description: Team Leader (Day Program & Primary Health Service)

**Vision:** A community where all young people are valued included and have every opportunity to thrive

**Purpose:** To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

**Values:**
- **Honesty** We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation
- **Empowerment** We create a positive environment for staff and young people to make valuable contributions
- **Acceptance** We accept and value the diversity of people, cultures and life’s experience
- **Respect** We respect the rights of others and treat others as we would like to be treated

**Location:** Day Program and Primary Health Service located at YSAS Abbotsford

**Employment Status:** Permanent Full-time

**Remuneration:** Annual salary (SCHADS Level 6 dependent on qualifications and experience) plus 9.5% Employer superannuation, salary packaging

**Responsible to:** Manager YSAS Abbotsford Day Program / Primary Health

**Direct reports:** 4 EFT

**Key responsibilities:** The team leader has management responsibilities for members of their team which includes the provision of regular supervision and day to day mentoring/support to ensure quality service provision and responsible for a range of program functions such as management of referrals, assessments, client review and intake and stakeholder management. Supporting the manager, the team leader will have responsibilities in relation to program reporting, targets and team projects.

**Primary Purpose:** To provide a lead in YSAS’ Youth AOD Day Program and Primary health services to young people 12-21 who present with complex substance use, mental health, homelessness and statutory involvement (Youth Justice/Child Protection). The YSAS approach is client-centered, holistic, developmentally appropriate, family sensitive and culturally appropriate. Developing and maintaining working relationships and networks with a range of stakeholders including Youth Justice, Child Protection, Out of Home Care Providers, other key youth agencies, education/training providers and relevant stakeholders.
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### Key Responsibilities

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<tr>
<th>Key Area</th>
<th>Key Responsibilities</th>
<th>Agreed Achievement</th>
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<tbody>
<tr>
<td>Service Delivery Responsibility</td>
<td>• Ensure that young people and their families who access YSAS services receive a high quality service that is client centered, timely, responsive, professional flexible, evidence based and developmentally appropriate.</td>
<td>• Regular evaluation of Individual Treatment Plans;</td>
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<td>• Undertake assessment of young people, situations and service provision to ensure ongoing plans support immediate needs and future outcomes.</td>
<td>• Assessments, including safety plans and risk management undertaken for all young people and recorded on database;</td>
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<td>• Develop strategies and interventions that connect and engage young people and families with their local networks, communities and relevant CSOs.</td>
<td>• Young people are provided with an opportunity for feedback at an individual and service level;</td>
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<td>• Monitor data, statistical and other compliance requirements of staff who report to team leader.</td>
<td>• Client data requirements completed within specified timeframes.</td>
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<td>• Enhancing/establishing connections for young people with educational, vocational providers as appropriate.</td>
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<td>Community Engagement Responsibility</td>
<td>• Develop, implement and participate in community engagement activities (i.e. street outreach, presentations, out posting, etc.) with the express view of service promotion and/or client engagement.</td>
<td>• Develop networks and partnerships with local/regional providers.</td>
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<td>• Work collaboratively with local CSOs to ensure access and coordination of services for young people.</td>
<td>• Provision of advice and support to relevant organizations.</td>
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<td>• Provide secondary consultation to workers/significant others within CSOs who are supporting young people.</td>
<td>• Coordinate the participation of staff to appropriate network meetings / forums.</td>
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<td>• Ensure attendance at network / forums is coordinated between team members and relates to the service delivery requirements of young people and YSAS’ organizational priorities.</td>
<td>• Monitoring of network feedback mechanisms.</td>
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<td>• Develop collaborative programs/groups for young people that meet team and organisation priorities.</td>
<td>• Develop collaborative service/program responses.</td>
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<td>• Develop and maintain working relationships and networks with youth justice, child protection key youth agencies and education training providers and stakeholders.</td>
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| Team Responsibility | • Ensure the well-being of your team through; regular supervision, managing individual worker stress, supporting worker learning and professional development and facilitating a positive team culture.  
• Ensure workloads and tasks are spread evenly across the team, including managing individual and team work flow.  
• Provision of regular supervision and performance management (in consultation with line manager).  
• Advise and consult with HR and line manager as required to ensure HR practices are in line with legislation and YSAS policies.  
• To be a positive role model to staff, ensuring all EEO requirements are met and grievance are resolved in line with YSAS' policies and procedure.  
• Involvement in recruitment & selection of team members.  
• Ensure team members are engaged with YSAS by providing positive messaging, opportunity for team member feedback.  
• Participate in own supervision with Line Manager where alignment and engagement, performance and wellbeing of team and individuals is routinely discussed. | • Approve timesheets & leave for direct reports in consultation with manager, complete staff rosters.  
• Fortnightly supervision, maintaining current workplans & undertaking yearly PDRs.  
• Professional development plans developed, approved and managed within budget allocations.  
• Assist facilitation of fortnightly staff meetings, in house professional development forums and case review.  
• Support Performance Management with line manager.  
• Team members are aware of YSAS strategic directions and priorities, YSAS policies, procedures and communication channels. |
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| **Management Responsibility**  | • Funded and YSAS targets are achieved for the entire team.  
• Local contracts meet funded requirements.  
• Ensure written communication and data entry for the team is up-to-date and meets organizational standards.  
• Ensure Risk Management and OHS policies and procedures are maintained and arising risks proactively managed.  
• Agreed Business processes, which may include:  
  a. Management of intake and client registration to the Day Program and Primary Health Service.  
  b. Management and ongoing review of a number of program budget lines.  
  c. Management and co-ordination of contacted staff.  
  f. Co-ordination and ongoing review of internal and external service outposts.  
  g. Co-ordination of Needle & Syringe Program portfolio.  
  h. Other business processes as agreed.  
• In conjunction with manager, ensure team practices/activities are aligned with YSAS Strategic direction, organizational values and YSAS’ practice framework; | • Team meets targets which includes ongoing client engagement.  
• Program reporting requirements are met.  
• Case notes and individual support plans for team are up-to date on the database.  
• OHS is an agenda item on each team meeting.  
• Participation in the on-call system. |
| **Continuous Improvement**      | • Contribute to continuous quality improvement in relation to service delivery.  
• Developing linkages with referral services.  
• Participation in evaluation and ongoing monitoring of the program.  
• Include clients in the evaluation of the service where appropriate.  
• Collaborate with other support services and community based activities to integrate support and provide optimal service provision. | • Ensure all work complies of the relevant legislation/ regulations, YSAS’ policies and procedures.  
• Ensure confidentiality of documentation is maintained. |
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| Professional Conduct and Relationship Management | • Adhere to all YSAS’ policies and procedures including the Code of Conduct, Confidentiality Agreement, EEO policy  
• Demonstrated commitment to YSAS’ organisational values  
• Provide highest ethical standards at YSAS; not only to young people in the communities we serve, but to our co-workers and ourselves  
• Undertake proactive identification and on-going management of stakeholders, including suppliers and auditors  
• Work collaboratively with staff across the organisation to ensure organisational needs are understood, recognised and responded to, as well as staff are supported in their services | • On every occasion YSAS is represented ethically and professionally.  
• Good working relationships with stakeholders  
• Organisational needs understood  
• Contribute to YSAS strategic direction |

Position Requirements

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<th>Education</th>
<th>Relevant qualifications Youth Work, Social Work, Family Therapy, Psychology or other health/welfare related qualifications.</th>
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<td>Experience</td>
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| Knowledge and Skills               | • Well organised but able to flex and manage competing priorities and deadlines  
• Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills  
• Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions  
• Good judgment, able to influence senior managers and seen as a credible source of advice |                                                                                                                                                      |
| Personal qualities                 | • A team player, able to work in a collaborative way.  
• Supreme tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion.  
• Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation.  
• Commitment to YSAS’ values and a working style that reflects these                                                                                   |
| Other                              | Current Victorian Driver’s Licence                                                                                                                                                                               |
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Requirements

- Current and ongoing successful National Police check
- Current and ongoing Working With Children Check
- Current First Aid Certificate (level 2)

Key Selection Criteria

1. Advance skills in engaging and working with young people with substance use issues, ranging from advocacy, therapeutic case management and support, group work, including the application of a range of therapeutic modalities at an individual level;
2. Demonstrated experience in the support of staff including provision of supervision, mentoring and maintaining a positive team environment;
3. Demonstrated ability in ensuring referral networks and pathway linkages allow for the best possible outcomes for young people;
4. Experience in utilising a community development approach to address needs identified by local communities, including forging partnerships and collaborating to bring together resources and expertise to an issue of community concern;
5. Understanding and experience in family sensitive/inclusive practice, including involving family in assessments and care planning when appropriate, and working sensitively with cultural diversity;
6. Experience in management responsibilities, ensuring streamlined and timely program processes such as intake and that program targets and reporting requirements are met.

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

SIGNED

__________________________________  ____________________________________

Team Leader (Day Program & Primary Health Service)  Manager YSAS Abbotsford Day Program / Primary Health
Name:  Name:
Date:  Date: