



POSITION DESCRIPTION

TEAM LEADER (Mensline Program)

LOCATION: Inner Suburbs of Brisbane (close to CBD)

STATUS: Full Time (for the right candidate we will consider flexible working hours)

SALARY: Social Community Home Care and Disability Award Level 6

REPORTS TO: Practice Manager

DIRECT REPORTS: Counsellors/Court Support workers

PURPOSE OF THE POSITION: Through the Mission, Vision and values of DVConnect this position supports the Practice Manager (PM) in leading, coaching and mentoring the Mensline Team to deliver efficient and effective services across Queensland. Activities include providing support and feedback in the dissemination of information, case recommendations; planning; decision making; work flow and task management; performance and probationary reviews; and first point of contact for Mensline workers. In addition provide staff with practical and emotional support and development in collaboration with PM and contribute to the identification of training needs. This role will be required to assist with the backfill of various tasks to support the wider Practice Leadership team across all programs.

OUR VISION, MISSION & VALUES

Our Vision is that all relationships are free from domestic, family and sexual violence.

Our Mission is that through collaboration we enable seamless pathways from violence to safety and beyond.

Our values: - *Respect; Safety; Equality; Accountability & Empowerment*

Principles of our work: DVConnect works from a feminist framework and we acknowledge the gendered nature of domestic, family and sexual violence. We are committed to working collaboratively as part of the broader system, developing innovative services, and providing robust governance and organisational sustainability to deliver on our vision and mission.

MAIN ACCOUNTABILITIES	EXPECTATIONS/MEASURES
<p>SERVICE DELIVERY Provide practice supervision, mentoring, coaching and day to day practice workflow and decision making, in response to service demands. All activities contribute to ensuring the Mensline service delivery is an efficient and quality service. Monitor and review work and assist in ensuring the team is working within approved practice models, policies and procedures. Provide support to the PM in reviewing and developing processes, procedures and policies to ensure we are meeting HSQF requirements.</p> <p>Develop, implement and maintain a quality control and evaluation structure to be applied for the Court Support Function of Mensline</p> <p>Primary escalation point for workgroup</p> <p>Work in collaboration with the workforce planner to ensure adequate coverage within the roster and participate in on-call roster to provide full support for the team.</p> <p>Provide oversight of quality, training and practice in conjunction with the leadership team.</p> <p>Assist the PM with the identification, development and implementation of practice related activities and projects and enhancement of the mensline programs.</p>	<ul style="list-style-type: none"> • Standards of quality service within mensline that meets client needs and HSQF standards • Development of a quality framework within the first 2 months • Response rate meeting required outcomes • Staff are meeting agreed KPI's • Support for the PM in ensuring services are delivered within required performance outcomes • Positive feedback from clients • Number of complaints received • Contribution to service delivery practice and support for PM • Working within budget requirements • Meeting on-call requirements that provided support to the team • Internal and external stakeholder feedback • Probation and performance reviews are comprehensive, accurate and working within agreed timelines and effective in supporting staff • Ensure peer review for court support personnel is maintained and documented on a regular basis • Address issues of practice identified through peer review immediately through training or supervision • Upholds and models the values and behaviours of DVConnect

<p>TRAINING & DEVELOPMENT In consultation with the PM and People & Culture identify development needs of the Mensline team and contribute to the planning and delivery of learning and development days and induction and training.</p>	<ul style="list-style-type: none"> • Evaluations of training provided and evidence of skills development of new employees • Ensure personnel are recruited and trained in accordance to practice standards and protocols. • Effective identification of professional development requirements for team provided • Contribution in supporting leadership/management teams in the facilitation of staff meetings and learning and development days
<p>NETWORKING, PARTNERSHIPS & STAKEHOLDER ENGAGEMENT Promote DVConnect's services to other sector members as required. Also represent DVConnect at relevant meetings, forums and groups as required, and forge positive working relationships and partnerships in the sector and assists in improving and upholding the reputation and community support for DVConnect.</p>	<ul style="list-style-type: none"> • Evidence of effective and efficient partnerships with appropriate community services which promotes and supports DVConnect's and out clients • Evidence of improved linkages between DVConnect and other community services • Identification of any potential within local business communities to contribute towards the operation of the services • Evidence of participation at relevant forums, meetings and groups as required
<p>DOCUMENTATION & REPORTING Ensure appropriate client and other documentation, records, reporting and data collection and maintain a high level of accountability with all documentation.</p>	<ul style="list-style-type: none"> • Accuracy and maintenance of relevant records which meets contractual obligations • Comprehensive, timely and succinct feedback to PM as required
<p>STAFF MANAGEMENT Development of staff through mentoring, coaching, training and empowering them to achieve the requirements of their role and DVConnect's organisational goals.</p> <p>Assist the PM as required with the recruitment and orientation of new staff in collaboration with People & Culture and coordinate staff meetings, conduct quarterly catch ups with relevant staff members and assist with appraising work performance.</p>	<ul style="list-style-type: none"> • Evidence of skills development and assistance provided to staff which leads to effective service delivery • Effective support to the PM in People and Culture related activities and KPI team reviews including probationary and performance reviews • Staff clearly understand their roles and the performance outcomes required of their role • Appropriate training measures implemented and training conducted in collaboration with management and leadership teams • Provide opportunities to staff to promote both individual and team professional growth • Evidence of positive rapport with staff and they feel well supported • Turnover, morale and employee relation outcomes

<p>TEAM SUPPORT & ORGANISATIONAL SUPPORT Participates in team activities, attends staff meetings & connection days when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness.</p> <p>Work as part of the practice leadership team in supporting effective service delivery within DVConnect</p> <p>Demonstrate a clear understanding of and commitment to DVConnect vision, mission and values and a preparedness to apply these in a supervisory role</p>	<ul style="list-style-type: none"> • Evidence of strong relationships and commitment to other management team members and staff that contributes to building a cohesive and productive workplace • Shows clear understanding of the various staff roles and overall team outcomes required • Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities • Professional and well regarded team member externally and demonstrates a commitment to attending meetings/conferences/committees as directed by the PM • DVConnect vision, mission and values consistently demonstrated in all work related activities and in line with DVConnect Code of Conduct • Attending 85%+ at all team and quality meetings and attending Connections Day/s and other meetings as required
<p>WORKPLACE HEALTH & SAFETY To meet Workplace Health & Safety obligations in line with DVConnect Policy & Procedures as well as relevant legislation and in supporting the well-being of staff.</p>	<ul style="list-style-type: none"> • Follow all safety instructions and use equipment provided • Contributes to minimising the risk to health and safety of all persons in the workplace • Identify and report any workplace incident/hazard or concerns to management • Appropriate individual and team safe work practice behaviours are evidenced in day to day work activities • Supports the facilitation of employee participation in communications, meetings and any organised WHS training events
<p>PROFESSIONAL DEVELOPMENT & CONTINUOUS IMPROVEMENT Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect. Further demonstrates a commitment to professional supervision for both skills development and health and well-being.</p>	<ul style="list-style-type: none"> • Actively participate in on-shift and individual supervision sessions, professional development opportunities and team processes, minimum attendance 80% • Seeks new ideas and embraces/adapts and at times leads change • Evidence of continuous improvement activities in area of responsibility • Encourage others in the team to balance DVConnect mission and values with their personal values

ESSENTIAL REQUIREMENTS

- Tertiary qualifications in the areas of Counselling, psychology, social work, human services or a related field
- Highly developed risk assessment and telephone counselling skills, supporting services to men, preferably in the area of domestic and family violence and crisis work
- Knowledge of Queensland Domestic Violence Legislation, particularly the *Domestic and Family Violence Protection Act 2012*
- Demonstrated capacity to supervise, engage, retain and support staff in a way which ensures consistency of service delivery
- Willingness to undergo National Police Check
- Positive Notice (Blue Card) or ability and willingness to obtain
- Right to work in Australia

OTHER RELEVANT INFORMATION

- Willingness to work a variety of shifts outside of normal business hours on occasions to meet operational requirements
- Willingness to travel for work related activities at times
- Willingness to undertake further training and development

SKILLS & BEHAVIOURS

- Excellent written communication skills and strong interpersonal; and negotiation skills
- Ability to communicate effectively and sensitively with government and non-government agencies and women, children and men from a diverse range of social and cultural groups, particularly Aboriginal and Torres Strait Islander families and communities
- Demonstrated capacity to supervise and support staff in a way which ensures consistency of service delivery and provides the continued development of skills and knowledge in the field of telephone counselling, crisis support and/or domestic violence support services
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices
- Strong organisation skills, attention to detail and working to deadlines in a fast-paced environment
- Strong service focus on the internal customer and client outcomes (proactive, responsive and takes initiative) with high standards and a continuous improvement approach

- Understanding of self-care to manage potential personal impact from exposure to critical and complex trauma issues
- Team player with a commitment to a collaborative working approach
- Initiative and problem solving skills and supporting the establishment of new policies and procedures
- Solid IT skills
- 2+ years leadership experience in a similar environment

EXPERIENCE

KEY RELATIONSHIPS/INTERACTIONS:

Relationship with:	Why:
Practice Manager	Accountability, advice, support, feedback and reporting as required
Management Team	Working collaboratively and in partnership with various Management team members to support high quality services
Practice Leadership Team	Support, advice and feedback as required
Staff Members & Volunteers	Direction, support, develop and provide direction and feedback as required
External Stakeholders	Collaborate, support and building and maintaining positive engagement and relationships
Clients	Support & advice

DVConnect is an equal opportunity employer. All applications will be treated on their merits