



## Position Description

Position Title	Team Leader
Program	Various
Location	Hobart & Launceston
Classification	Level 5

### About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. Our vision is for all Tasmanians to enjoy positive, respectful and fulfilling relationships. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.

### Our Values

At Relationships Australia Tasmania we are guided by these values in everything we do:

- Willing to serve
- In it together
- People matter
- Looking forward

### Position Summary

The services provided to clients at Relationships Australia Tasmania are primarily focussed on working with individuals, children and families in response to any type of relationship or life issue and to improve their mental health and/or personal health & wellbeing.

The role of a Team Leader within RA Tas entails a diverse range of skills, responsibilities, and accountabilities. Team Leaders report directly to the applicable Manager. Working closely together, the Team Leader will support the Manager in all operational functions and requirements of their nominated division/area.

In consultation with the Manager, the primary purpose of this role is, to:

- assist the Manager in all operational functions and requirements
- oversee and ensure organisational administrative processes are practiced and adhered to
- provide advice, support and direction to staff on operational matters relating to service delivery
- provide day to day operational support on program matters.
- practice and uphold the values of RA Tas at all times



The position will work closely with the Manager to monitor staff performance, provide recommendations, and assist with improvement strategies and their implementation. The Manager, Team Leader and Senior Practitioner will work together to provide leadership on organisational priorities.

## Key Areas of Responsibility

- In consultation with the Manager, provide advice, support and direction to the team on operational matters and assist in the development of a strong team dynamic.
- Work collaboratively with the Manager to provide advice to the team on day-to-day processes, such as scheduling or operational issues and seek clarification as required.
- Work collaboratively with the Manager to ensure that all administration and reporting requirements for the program are met, including the development of monthly program reports and other reports as required.
- In consultation with the Manager assist in the development of partnerships with key stakeholders and represent the organisation where required.
- Collaborate with the Manager in the recruitment induction, probation procedures and staff appraisals consistent with organisational policy and procedure.
- Take responsibility for leading, planning, developing, implementing and maintaining projects.
- Proactively monitor system and program data, and in consultation with the Manager develop and implement strategies to ensure consistency and efficiency.
- In consultation with the manager assist in all forms of evaluation of program services and outcomes.
- In consultation with the Manager communicate with clients to ensure a positive experience of Relationships Australia Tasmania services.
- Ensure operations continue to function smoothly and in line with all organisational requirements in the Manager's absence
- Any other duties as required and within the general scope of responsibilities of this position.

## Position Relationships

Supervisor	Manager
Direct Report(s)	N/A
Other(s)	RA Tas staff and clients

## Extent of Authority

The Team Leader provides clear and authoritative advice and recommendations for complex activities that are understood and accepted by others as resolving program and service delivery challenges. The Team Leader may establish priorities and monitor work flow in their area of responsibility.



## Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices.
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities
- As an employee of RA Tas you are required to promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times
- Our organisation is a Child Safe organisation and takes child protection seriously. As an employee of RA Tas, you are required to meet the behaviour standards outlined in our Practice and Behaviour Guidelines

## Selection Criteria

### Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. Relevant tertiary qualification or experience deemed equivalent.
2. Demonstrated experience in providing leadership, direction and support to diverse teams and the ability to develop a positive team culture.
3. Demonstrated ability to communicate and engage with clients and staff from diverse backgrounds, with capacity to de-escalate situations and manage complex issues.
4. Highly developed communication skills with demonstrated experience in a range of written communication, including funder reports, program reports, briefing papers and project proposals.
5. Strong organisational and time management skills, with the proven ability to develop and implement a range of projects across diverse teams.
6. Proven ability to analyse systems to provide relevant client and practitioner data and monitor service delivery targets.
7. Ability to work as part of a multi-disciplinary team and support manager to lead the team to achieve strategic objectives
8. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania

### Desirable Attributes

9. Current driver's licence

## Special Requirements

- Appointment to this position will be subject to a current and satisfactory National/international Police Check and Working with Children Registration
- Some intrastate and interstate travel may be required in the position



## **Working Conditions**

- Some out of hours work may be required in order to satisfy operational requirements
- The position may involve working with people with challenging behaviours

## **Approval**

Michael Kelly  
CEO

June 2021

