

Position Description

Team Leader

Position Summary

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| Position | Team Leader |
| Reporting to | Refuge Manager |
| Direct reports | Support Workers (Part & full time total 3.8FTE) plus casuals |
| Department | Service Delivery |
| Classification | SCHADS Level 7 Plus 12% superannuation and access to salary packaging |
| Status | Permanent full time, agreed hours include one afternoon shift per week Participate in Oncall roster Eligible for Accrued Day Off (ADO) |
| Probation | Six months |
| Key relationships | Internal: CEO, Director of Services, Quality Learning and Development Lead, Corporate Services staff, Service Delivery staff External: Referring agencies, clients and their families and advocates, community service organisations and partners including Safe Steps, Victoria Police, regional organisations, and key stakeholders. |

About Refuge Victoria

Refuge Victoria is an independent not-for-profit organisation that has grown to become one of the largest providers of specialist family violence refuge accommodation in Victoria. We support people at serious risk due to family violence, providing refuge and crisis accommodation, safety planning and management, and support to build a safer and better life.

Refuge Victoria operates three refuge facilities and 15 crisis properties, and our partnerships with community housing associations provide nomination rights to a further 35 transitional homes. We employ staff across two main refuge sites in Melbourne's east and one site in the Melbourne's west, as well as our corporate office. We are funded by the Department of Families, Fairness and Housing (DFFH) and the generous support of donors.

In accordance with Section 12 and Section 28 of the Equal Opportunity Act 2010 (Vic), we exclusively hire individuals who identify as female for service delivery roles ensuring we meet the specific needs of the women and children we support.

Our Vision

For people escaping family violence to live safe and free.

Our Values

Compassionate

We care deeply about the work we do and who we do it for.

Empowering

We empower people to become more confident and make informed decisions.

Collaborative

By working together and sharing knowledge, we continue to strengthen our culture and outcomes.

Integrity

We are respectful and transparent and will always hold ourselves to account.

Committed

We are committed to providing the best care and outcomes for our clients through continuous improvement of our services.

Our Model

The Refuge Victoria model is premised on a “wraparound” process of service delivery. Refuge Victoria assesses and monitors family violence risk and provides intensive, holistic and individualised care planning and case management. Our staff work alongside survivors of family violence to develop plans to support problem solving, coping skills and self-efficacy. Refuge Victoria’s exit planning is essential to our service as our clients are with us for an average of six weeks.

The Refuge Victoria philosophy of care begins with the principle of “voice and choice” where self-determination and the perspective and views of the family, including that of the child or young person. The wraparound approach places the individual and family at the centre and builds a support team around them to drive change, in conjunction with our partner agencies. A strength-based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of family violence. Services are individualised, flexible, community based and culturally competent.

The Role

The Team Leader has responsibility for overseeing the day-to-day operations of the refuge sites as well as being involved in and establishing operational procedures. The role is expected to meet a range of outcomes and deliverables which align with the Refuge Victoria Strategic Plan and assist the organisation to achieve its business goals and build a strong and sustainable organisation.

The Team Leader is responsible for the formal and informal supervision, as well as general wellbeing of a team of Support Workers who provide case management support, and undertake lone working shifts out of hours. Part of this support is providing through participation in the on-call roster and being rostered for one afternoon shift per week, to provide support to staff working out of hours. The Team Leader will also support the Refuge Manager in recruitment and induction of all new staff.

The Team Leader will also hold a small case load of clients and be responsible for the delivery of case management support to people accessing Refuge Victoria services who are experiencing family and domestic violence, including management of referrals, comprehensive risk assessment and safety plans using the MARAM (Multi-Agency Risk Assessment and Management Framework), needs assessments, case plans and reviews, exit plans, advocacy and referral to other relevant services.

Key Accountabilities

| Core Responsibilities | Indicators of Success |
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| General Duties | |
| <ul style="list-style-type: none"> • Work closely with/ deputise for the Refuge Manager • In collaboration with Refuge Manager manage referrals and coordinate client intakes and exits • Formal supervision of Support Workers including probation and annual reviews • Coaching, supporting and live supervision of all staff (Support Workers, Case Managers and Children and Young People's Practitioners) by providing expert and specialist consultation. • Hold a case load of clients and be responsible for delivery of case management and implementation of case plans. • Develop working relationships with key agencies including DFFH, community agencies and Child Protection • Prioritise attendance at all internal meetings. • Participate in on-call roster. • Rostered for one afternoon shift per week. • Engage in local area network meetings (housing, family violence) and represent organisation. • Support coordination of student placement and provide field supervision. • Support Refuge Manager in the selection and appointment of refuge staff, including the shortlisting of candidates, completion of interviews and reference checks | <ul style="list-style-type: none"> • Performance management processes followed. • Students placed with Refuge Victoria meet the requirement of student placement. • Strong relationships are formed and maintained with key stakeholders. • Clients that access the service are at the highest need of specialist family violence support. • Staff feel supported and are well supervised. Staff roster at Refuge is managed to ensure full coverage. • Data and reporting requirements are completed on time and to a satisfactory standard. This included management reports, MARAM, CIMS, SHIP, Validata, FreshDesk etc. • |
| Client Support | |
| <ul style="list-style-type: none"> • Have a good working knowledge of all cases at the refuge and associated programs. • Completing comprehensive intake and induction to clients on arrival • Overseeing risk assessment and management through coordination of support and safety planning for all clients • Undertake comprehensive family violence risk assessments and safety planning in line with MARAM requirements. • Complete needs assessments and formulate case plans in collaboration with clients, including regular reviews. • Provision of high-quality case support work for complex needs, including the co-ordination of community and specialist supports, exit planning and case closure. • Provision of advocacy and support for clients linking to community-based services including justice and legal, housing, health and wellbeing including mental health, cultural, employment | <ul style="list-style-type: none"> • Evidence that practice is strengths based, client centred, and trauma informed. • Evidence that care, understanding, and professional practice is provided to all clients regardless of presentation. • Client engagement is undertaken in a non-judgemental manner. • Clients are supported to be free from violence and to be independent of service systems. • Clients are at reduced risk of harm because of service provided. • Children meet developmental milestones. • Case work is designed to ensure that children's educational and health outcomes is minimally disrupted by engagement with the refuge and broader service system. • Clients are supported to recover and heal from the impacts of family violence and to find long term solutions. |

| Core Responsibilities | Indicators of Success |
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| <p>and education, financial, access to material aid and court support to meet immediate needs.</p> <ul style="list-style-type: none"> Support case planning to ensure care for pets in refuge. | |
| Site Operation | |
| <ul style="list-style-type: none"> Assist the Refuge manager to manage the site ensuring a safe and harmonious environment for staff, clients, children and pets. Responsible for the issuing of keys and fobs to all staff Responsible for managing the operation and review of the CCTV. Review and approve invoices, and monthly reconciliation. Manage Support Worker roster to ensure 24/7 staffing. Coordinate unit/ property readiness | <ul style="list-style-type: none"> Sites are staffed 24/7 Refuge units and properties are ready for new clients within 24 hours of being vacated by previous clients. Reduced wait times for clients in emergency accommodation waiting for refuge. Refuge sites have up to date security measures at all times. |
| Compliance and Program Development | |
| <ul style="list-style-type: none"> Sound understanding of and ensuring of legislative compliance (including but not limited to Child Safety Standards, Social Services Standards, Privacy and Data Protection) Ensure client incidents are reported within required timeframes (CIMS and internal reporting) Comprehensive understanding, adherence to and leading of practice standards in line with Refuge Victoria Policies and Procedures Participate and contribute to, as well as encouraging staff to engage in organisational continuous improvement and quality processes. Liaise and develop effective working relationships with partner agencies. | <ul style="list-style-type: none"> Internal and external audits demonstrate full compliance with relevant legislation and requirements. Ability to work in line with Refuge Victoria policies and procedures and promote their use with all staff. Incident reporting timeframes are met. Stability in program funding. Pass DFFH annual audit with no non-conformities. |
| Teamwork and Culture | |
| <ul style="list-style-type: none"> Role model respectful and professional behaviour always including displaying initiative, honesty, fairness, transparency and accountability in line with Refuge Victoria values. Be part of a Team Leader team across sites. | <ul style="list-style-type: none"> Low staff turnover, Individual staff development leading to career progression. Consistency of practice leading to positive client outcomes. Team cohesion in holding clients and colleagues in high positive regard. Risk is managed and held collaboratively. Evidence of participation in team meetings, professional development, and client activities in a positive, constructive and optimistic frame. Evidence that all interactions with staff and clients are consistent with Refuge Victoria values. |
| Other Duties | |

| Core Responsibilities | Indicators of Success |
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| <ul style="list-style-type: none"> Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers. Abide by Refuge Victoria Code of Conduct | |

Key Selection Criteria / Position Requirements

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| Qualifications | <p>Essential</p> <ul style="list-style-type: none"> hold a Bachelor of Social Work or other equivalent qualification. <p>OR</p> <ul style="list-style-type: none"> have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements. <p>OR</p> <ul style="list-style-type: none"> hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways. |
| Previous Experience | <p>Essential</p> <ul style="list-style-type: none"> Specialist industry knowledge obtained through work experience, training or formal education. Previous experience in supervision and leading a team of direct reports. Demonstrated senior decision-making skills. Demonstrated high level communication skills. . |
| Required Knowledge & Skills | <ul style="list-style-type: none"> Creates a culture of continuous learning and quality improvement. Skills in delivering excellence in client services. Computer literate in Windows and Microsoft office. Ability to work collaboratively. Strong communication and written skills and the capacity to negotiate and communicate with a range of professionals and individuals. A sound knowledge of the resources and services available in the community sector, with respect to family violence, crisis interventions, health, mental health, drug and alcohol, legal, income security, immigration policy, disability and education Ability to work in a team environment with limited direction, with a high degree of responsibility and self-management. Strong organisational and administrative skills, including oral and written skills. An awareness of the cultural and religious barriers faced by Indigenous, CALD and marginalized women when they experience family and domestic violence. Sensitivity to issues related to the provision of services in a community of high cultural and spiritual diversity. Knowledge of The Privacy Act Knowledge of The Occupational Health and Safety Act 2004 |
| Personal Attributes & Values | <ul style="list-style-type: none"> Commitment to the mission and values of Refuge Victoria A commitment to promoting Refuge Victoria programs and services. An awareness and commitment to confidentiality. |

Our Commitment to Child Safety

Refuge Victoria is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at RV has a role to play in keeping children and young people safe and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

Our Commitment to Health, Safety and Wellbeing

Refuge Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All Refuge Victoria employees are required to:

- Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including FreshDesk entry) and actively participate in hazard elimination where required.
- Contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- Foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.
- Participate in relevant health and safety training and inductions based on roles and responsibilities.
- Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors.

Immunisation

You are required to maintain appropriate levels of immunisation in accordance with Refuge Victoria workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors.

Our Commitment to Inclusion

Refuge Victoria strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:

- Aboriginal and Torres Strait Islander
- LGBTQI+
- People with disabilities
- People from diverse cultural and linguistic backgrounds
- People of all ages
- People with caring responsibilities
- People with diverse religious beliefs or affiliations.

All Refuge Victoria employees, contractors and volunteers are required to:

- Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity

- Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager
- Participate and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of managers are to:

- Identify and develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies and procedures
- Identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- Collaborate around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group and RAP Committee
- Participate in the development and implementation of inclusion events and strategies
- Role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

Employment Screening and Required Documents

Refuge Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- An Australian Criminal History Check
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last 10 years
- a Current Employee Working with Children Check
- Full Victorian Drivers Licence
- Proof of COVID vaccinations.

Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.

Employee Position Declaration

I have read and understood the requirements and expectations of the above position description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the key accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

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| Employee Name: | Signature: | Date: |
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