

Position title:	Team Leader – Wardli-ana	Reports to:	Program Manager – Wardli-ana
Program / Department:	Pathways to Home	Primary work location/s:	Inner City & Christies Beach
Direct reports:	Case Managers and Homeless Practitioners	Key stakeholders:	Towards Home Alliance Specialist homelessness services Client support services Aboriginal specific services Wardli-ana team
Award:	SCHADS	Classification:	Level 5

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State’s most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

<p>Integrity</p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p>Compassion</p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p>Empowerment</p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p>Innovation</p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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About the role

In 2020, The South Australian Housing Authority (SAHA) announced significant reforms within the homelessness sector. In response to these reforms, the Toward Home Alliance was formed comprising of, Baptistcare SA, Lutheran Care, Mission Australia, Sonder and The Salvation Army.

Guided by a united vision of Ending Homelessness through services which are bold and transformative, the Toward Home Alliance is committed to ensuring:

- The ‘Lived Experience’ which guides and informs all that we do,
- Collaborative Person led service,
- Working towards ensuring the experience of homelessness as short and non-reoccurring,

- Culturally appropriate,
- Accessible and responsive,
- Integration of service delivery and supports,
- Professional and quality service provision,
- Continual evaluation and review, ensuring Continuous Quality Improvement and
- A committed workforce who share the vision of the Toward Home Alliance.

Toward Home Alliance in collaboration with the South Australian Housing Authority (SAHA) has identified a need for transformational change in the way services support people affected by homelessness and have adopted an Alliance model to deliver a 'whole system' approach to achieving the objective of ending homelessness and recognises that every position within the Toward Home Alliance has a vital role to play in eliminating homelessness.

As a member of the Pathways to Home leadership team, and the Toward Home Alliance, the Team Leader Wardli-ana will be responsible for creating a healthy and supportive work culture, demonstrate sound leadership and provide quality client service delivery practices, including building purposeful partnerships with Aboriginal Community Controlled Organisations and other Aboriginal specific programs that support the delivery of the Wardli-ana program.

The Team Leader will be responsible for supporting and developing a high performing team who provide quality client centred care through collaborative behaviours, promoting cultural identity and accountability while communicating effectively and transparently. The Team Leader will represent Baptist Care SA and the Toward Home Alliance on a range of operational sector forums and networks.

Role responsibilities

Transition Pathways (*Practice Leadership and Operational Management*)

- Ensure compliance with reporting, documentation and administrative requirements as directed by Baptist Care SA and as set out in the Towards Home contract.
- Manage the daily operational delivery of the service and exercise initiative and innovation based on expert knowledge to improve reporting and administrative processes.
- Maintain an enhanced working knowledge of Tapa Marnini-apinhi, Baptist Care SA's Practice Framework, as it applies to client service delivery, team culture and partnerships.
- Ensure high quality note taking and other documentation are maintained.
- Provide practice supervision across the team, ensuring all team members receive regular quality supervision, have training and development plans to support their practice improvement and that there is a positive, creative and values aligned team culture.
- Ensure that our Wardli-ana service is meeting or exceeding funding contract requirements and KPI's, as measured in H2H.
- Handle service enquiries and problem resolution for a diverse range of internal and/or external clients.
- Provide proactive advocacy around service delivery issues as they relate to the delivery of homeless services.
- Support and lead the use of information systems to record, analyse and report service information internally to management.
- Contribute to service evaluation and outcome data collection to monitor the achievement of programs and KPIs.

- Knowledge and understanding of rostering and staffing needs across Wardli-ana programs.

Empowered Teams (*People Leadership*)

- Lead a highly skilled, multi-disciplinary Wardli-ana case management team to provide outstanding services and encourage innovation in service delivery to meet client needs.
- Lead embed culturally responsive service delivery for Aboriginal team members and Aboriginal clients which is accountable to partner Aboriginal Community Controlled Organisations and Aboriginal communities.
- Set and model a team culture that in line with the organisation's Christian values and promotes supportive, collaborative, ethical and accountable work behaviours, beliefs and values in alignment with Baptist Care SA mission, purpose and values.
- Support and coach staff, provide guidance and access to appropriately training, to provide the highest quality of service to our clients.
- Foster and maintain a workplace culture which attracts and retains skilled, experienced and values aligned staff.
- Work with minimal supervision, knowing when to escalate issues to the Program Manager.
- Champion best practice models and foster innovation and continuous improvement.
- Demonstrate risk mitigation within own and organisational practises.
- Effectively resolve and mediate conflicts and ensure provision of timely advice and assistance and negotiate effectively on a range of issues.

Purposeful Partnerships (*Stakeholder Management*)

- Contribute to the Toward Home Alliance through alignment with the Toward Home Alliance values, charter and behaviours. Participate in cross-Alliance relationships by fostering effective partnering and communication.
- Engage with and maintain creative and effective networks with a range of relevant stakeholders to support partnerships, clear referral pathways and quality service delivery.
- Participate with Baptist Care SA leadership to ensure effective delivery of Baptist Care SA's Stakeholder Engagement strategy and plan.

Sustainable Social Enterprise (*Growing our Impact Sustainably*)

- Operationalise and maintain continuous quality improvement to ensure high quality client care and financial sustainability of the service.
- Contribute to the creative development of new initiatives which serve the community in collaboration with the Manager and other internal stakeholders.

Influential Voice (*Advocacy and Client Voice*)

- Work with your team to ensure effective partnering with clients, family members, advocates and community groups to embed the voice of people at risk of, or experiencing homelessness into our service offer, especially Aboriginal and Torres Strait Islander Peoples.
- Inform Baptist Care SA influential voice in the homelessness service sector.

Quality and continuous improvement

- You will contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- You will comply with relevant legislation.
- You will contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- You will ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member you must:

- Take reasonable care for your own and others' health and safety within the workplace;
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- You will align with the Baptist Care SA strategic intent and values, including the strategic plan.
- You will model and foster behaviours aligned with the Code of Conduct.
- You will work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Relevant qualifications in social work, community services, management or equivalent experience.

The experience you bring

- Minimum of 2 years leadership experience in human services or similar environment

The competencies (knowledge, skills and behaviours) you bring

- Demonstrated knowledge and experience of homelessness sector, Aboriginal service sector, and/or youth sector.
- Evidence of leading teams who have delivered high quality client services.
- Track record of developing and building working partnerships with other community service organisations.
- Experience of service management and innovation
- Practice knowledge of working with young people and strengthening safe connection to families where relevant.

- Commitment to Reconciliation between Aboriginal people and other Australians, including experience in engaging Aboriginal people in service provision and development and ensuring services are culturally accountable and respectful.
- Experience and knowledge in building purposeful partnerships and provide high quality services with LGBTQIA+ clients and communities.
- Strong communication skills, including presentation and facilitation skills as well as written skills.
- Adaptive leadership skills and ability to engage with senior leaders, service delivery workers and clients.

Other specific employment requirements

- A valid full South Australia driver’s licence (C Class).
- A valid National Police Check.
- Evidence of COVID 19 vaccinations including any booster requirements.
- Training – Apply First Aid (min HLTAID003).
- A valid Child-Related Employment Screening via Department of Human Services (WWCC).
- Child Safe Environments Certificate – SEYCP (or willingness to obtain).
- Travel within South Australia will be required.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	2.0
Effective date:	11/05/2023	Review date:	11/05/2024