

Position Description

Position title:	Team Leader	Reports to:	Senior Manager- Bowden Lodge and Disability Pathways
Program / Department:	Aboriginal Torres Strait Islander Men's Accommodation Service (ATSIMAS)	Primary work location/s:	Bowden Lodge
Direct reports:	Case Manager, Support Workers	Key stakeholders:	Bowden Lodge Team, NDIS, DHS ENU, Disability Pathways team, BCSA Clients.
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

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

Baptist Care SA supports Aboriginal and Torres Strait Islander people at a residential facility by offering culturally appropriate services, including crisis intervention, behaviour management, and life skills training, delivered individually or in group settings. Baptist Care SA is committed to care and nurture these people through the application of trauma informed care.

The Team Leader oversees the organisation, coordination, development, and quality of service delivery for the Bowden Lodge Aboriginal Housing Program. This role provides leadership, supervision, and support to Case Managers and Support Workers, builds strong networks with relevant stakeholders and external services to achieve client outcomes, and ensures the effective implementation of Baptist Care SA's Practice

Framework. Residents of Bowden Lodge include clients of the Exceptional Needs Unit (ENU) and the National Disability Insurance Scheme.

Role responsibilities

Service Delivery

- Ensure high quality service delivery that is client focused, effective, safe, culturally appropriate and meets all legislative and contract requirements.
- Review and develop operational plans annually to ensure alignment with program objectives and strategic goals.
- Complete all funding reports, internal reports, timesheet approvals, and other administrative tasks accurately and within required timeframes.
- Review, develop, and implement work directives to ensure compliance with legislation, organisational policies, and contractual obligations.
- Provide monthly reports to Senior Manager, ensuring alignment with contract requirements and service agreements.
- Submit regular reports to the Exceptional Needs Unit and the National Disability Insurance Scheme (NDIS) using specified databases and reporting mechanisms.
- Demonstrate effective recruitment strategies and staff retention practices to maintain a skilled and motivated workforce.
- Develop and continuously improve service induction procedures to ensure staff are well-prepared.
- Schedule and conduct regular supervision meetings with staff, tracking their progress and providing ongoing support. Ensure that all staff have a Personal Development Plan (PDP) addressing their training and development needs.
- Ensure effective management of workplace health and safety (WHS), including the timely submission of quarterly reports that evaluate WHS incidents and outcomes.
- Complete work plans for individual services and staff, ensuring clarity of roles and responsibilities.
- Prepare the annual program budget, ensuring alignment with organisational goals and service delivery requirements.
- Monitor and manage expenditure within the approved budget, ensuring cost-effectiveness and resource optimisation.
- Identify financial risks and proactively develop strategies to mitigate potential issues.
- Collaborate with senior management to identify and develop financial opportunities aimed at expanding services and enhancing program sustainability.

Incident reporting & compliance

- Ensure timely and accurate incident reporting in accordance with organisational policies and legislative requirements.
- Monitor and ensure compliance with incident reporting procedures, ensuring all incidents are documented, investigated, and resolved appropriately.
- Review incident reports regularly to identify trends, risks, and areas for improvement.
- Ensure compliance with all relevant regulations and standards related to incident management, including reporting and follow-up actions.
- Coordinate with relevant stakeholders to ensure incidents are addressed and corrective actions are implemented.

Stakeholder Relationships

- Develop and maintain relationships internal and external stakeholders, such as, the ENU and NDIS to assist with the development of services.
- Work in collaboration with internal and external services.

- Ensure monthly reports include monitoring of required outcomes for clients as outlined in service agreements.
- Review services based on the Baptist Care Client Satisfaction Survey, incorporating feedback and addressing complaints.
- Maintain evidence of client feedback and manage the handling of complaints in line with organisational procedures.
- Track and report the number of support plans created for clients, ensuring they align with individual needs and goals.
- Include evaluation of feedback and complaints in monthly reports, highlighting areas for improvement and action.
- Assist the Senior Manager in monitoring, reviewing, and implementing effective policies and work directives aimed at improving services.

Self-Management and Team Leadership

- Demonstrate the ability to set tasks, prioritise workloads, and work autonomously.
- Exhibit strong interpersonal communication skills, fostering positive relationships with staff, clients, and stakeholders.
- Lead and facilitate team meetings, ensuring constructive discussions and alignment with team objectives.
- Engage in continuous learning and up-skilling to enhance professional knowledge and capabilities.
- Use a proactive management style to lead the team in achieving key performance indicators (KPIs) and driving continuous quality improvement.
- Guide the team in prioritising workloads to ensure tasks are completed efficiently and effectively.

People Management

- Ensure all staff are appropriately trained, equipped and empowered to provide high quality service and work-output.
- Foster and maintain a workplace culture which attracts and retains skilled, experienced and values aligned staff.

Quality and continuous improvement

- 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.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- 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

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Tertiary degree in Human Services or related field such as nursing, social work, teaching, psychology, or psycho-social disability.

The experience you bring

- Relevant experience in Community Services.
- Experience in providing services to marginalised people experiencing homelessness, addiction or mental health issues.
- Extensive experience in working with Aboriginal people and Aboriginal communities.
- Experience in the provision of support services to people who are disadvantaged and has a good understanding of Aboriginal, multicultural and social justice issues as they impact on service delivery.
- Evidence of competent experience in leading and supervising a team.

The competencies (knowledge, skills and behaviours) you bring

- Developed innovative approaches to enhancing service delivery and operational effectiveness.
- Highly developed written and interpersonal communication skills and ability to persuasively apply them in a complex working environment.
- Demonstrated ability and experience to work within a team environment.
- Demonstrated commitment to work within and apply quality service and CQI.
- Demonstrated commitment to personal development and ongoing training.
- Demonstrated ability to understand contractual, service and program compliance in a community services environment.
- Demonstrated ability to manage change.

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/ WWCC
- A current and valid National Police Clearance
- A valid NDIS Worker Screening Check
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID012)
- Ability and willingness to travel within South Australia as required
- Ability to work across a 24/7 roster
- A valid full South Australian drivers' license (C Class)
- A fully insured and roadworthy compliant vehicle (roadworthy check required)

Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

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
Effective Date:	November 2024	Review Date	November 2025