



POSITION DESCRIPTION	
Position Title:	Team Leader – EAGHS
Business Unit/Department:	Client/Case Management Services
Type of Employment:	Full-time
Effective Date:	
Remuneration:	SCHCADS Industry Award 2010
Responsibilities	
Our Purpose:	Hutt St Centre's purpose is to help end homelessness for every person who walks through our doors. We offer a place of choice, opportunity and change, helping people facing homelessness to rebuild their lives, with care and without judgement.
Your Purpose:	The Team Leader reports to the Manager, Case Management Services and is responsible for supervising and supporting the EAGHS teams to achieve organisational and program objectives and contracted Key Performance Indicators (KPIs). The incumbent will support the team to assist clients to achieve secure and safe housing, optimal independence and social inclusion in the community.
Key Duties:	<ul style="list-style-type: none"> • Support employees to maintain a high level of professional practice, consistent with HSC's vision and mission statements • Support employees to deliver services in line with organisational and program objectives and KPIs as outlined in HSC's Strategic Plan and Government contracts • Support employees to provide a quality service as outlined in Commonwealth and State standards of service provision • Contribute to the continuous improvement of HSC services through active participation in HSC Leadership team meetings



	<ul style="list-style-type: none"> • Ensure that the client voice is integrated into the continuous improvement process by ensuring client surveys are completed and feedback is recorded • Meet regularly with the Manager, Case Management Services to review day to day operations and services, identify opportunities and risks and recommend strategies that will enhance service delivery and team performance • Assist in the development of team and organisational initiatives and service improvements through the evaluation of Penelope and other database reports and surveys, by assisting with grant applications, and participating in the Client Sharing group • Maintain and apply standards of confidentiality and privacy within the team as outlined in the Information Sharing Guidelines and HSC record keeping policies and procedures • Ensure the timeliness and integrity of case note and data entry records for each employee and the team • Establish and maintain effective linkages and referral pathways with internal and external partners to effectively meet client and team needs • Oversee the client allocation process • Support the development, maintenance and implementation of best practice WH&S policies and procedures, recommending improvements to systems to minimise work place hazards and incidents • Approve expenses up to \$500 • Other duties as requested <p>People & Learning</p> <ul style="list-style-type: none"> • Participate in recruitment, provide induction and oversee training of employees and students as required • Develop and maintain team rosters
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	<ul style="list-style-type: none"> • Monitor the performance of team members in achieving organisational and program objectives and KPIs through supervision, team meetings and audits • Conduct Professional Development Appraisals with employees, and develop and support training opportunities for improving individual and team performance • Participate in sector wide events, training and networks that will enhance HSC's reputation in the sector and commitment to working with others to end homelessness in Adelaide • Encourage employees to identify and participate in professional development opportunities and keep abreast of current research and contemporary theory and practice in homelessness and related fields • Provide feedback to employees • Monitor and approve team leave
Reporting Relationships:	Manager – Case Management Services

PERSON SPECIFICATION	
Qualifications	
Education/Qualifications:	<ul style="list-style-type: none"> • Tertiary qualifications (Diploma and above) in social work or other allied health professions or community services (case management / disability / ageing / mental health / AOD) • Tertiary qualifications in (or working towards), or demonstrated experience in management or team leadership (Desirable) • Current Full Driver's Licence • DCSI Child-Related employment screening
Knowledge & Skills	
Essential knowledge, skills, experience:	<ul style="list-style-type: none"> • Understanding of the purpose and function of case management as it applies to vulnerable populations • Ability to inspire and facilitate a high level of individual and team performance in a positive and dynamic work environment • Demonstrated experience in community services • High level of written and verbal communication skills • Demonstrated ability to build rapport with a wide cross section of people both internal and external • Ability to work under pressure and prioritise competing client needs • Ability to develop flexible responses and creative interventions • Ability to understand, record and analyse data and data reports • Working knowledge of appropriate legislation that applies to the sector