

Position Description

Position Title:	Team Leader, Settlement, Engagement and Transition Support
Program:	Client Services
Location:	Wyndham Vale. Regular travel to other locations will be required.
Reports To:	Manager, Settlement, Refugee & Asylum Seeker Programs
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 6</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria (CCV) is a leading and influential provider of charitable and social services in Victoria. The Mission of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our Mission for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria. One of our primary areas of investment in addressing homelessness is through our subsidiary CatholicCare Victoria Housing (CCVH) and in partnership with Government we are constructing new homes across Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

About Client Services

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Client Services Operations – all client facing service delivery across children, youth, adults and older persons (individuals, couples and families) with target programs within the streams of Family Relationship and Wellbeing Services, Family Law Services, Homelessness and Housing Support, Communities for Children, Family Services and Community Services.
- Service Development and growth including the Schools Unit and CCVT contract management.

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CatholicCare Victoria Values

Values	Behaviour
Respectfulness	We value people for who they are and recognise what they are doing. We interact with others honestly and in a positive, considerate, and caring manner.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promises.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen to a voice to be heard.
Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.
Compassion	We connect with each other’s stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.

About the Program

CatholicCare Victoria (CCV) is a Settlement Engagement and Transition Support (SETS) provider, funded by the Department of Home Affairs. The SETS program works closely with Humanitarian Entrants in their first 5 years of arrival in Australia to address their settlement needs, to improve social participation, economic well-being, independence, personal well-being and community connectedness.

With a specific focus on helping clients to improve their English language skills, engage in education and training, and ultimately gain meaningful employment, SETS Case Workers provide case management support, group programs and information sessions. These activities provide clients with settlement-related information, advice, advocacy, and assistance to access mainstream and other relevant services. CCV operates SETS from Dandenong, Wyndham Vale, Epping and Eltham sites.

Settle Well is a holistic, school-based program for young refugees and asylum seekers aged between 15 and 20 years old, at risk of disengagement from school and community life. The program is co-located at two participating schools, North Geelong Secondary College (NGSC) and Northern Bay College (NBC). The program uses a trauma-informed framework to offer case management, counselling, group work, career planning and social support to facilitate the transition to further education, training or sustainable employment.

Job Readiness Program assists refugees and asylum seekers to prepare for and seek employment in Australia. This program will secure employment pathways through job readiness initiatives, employment placements and training pathways. For refugees and asylum seekers there are multiple barriers to employment, including language difficulties, lack of recognition of prior qualifications and experiences, and low understanding of Australian workplace regulations, systems and culture. This program aims to reduce these barriers and empower clients to access meaningful, sustainable employment.

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Position Summary

The position is responsible for ensuring the effective and efficient coordination of SETS, Settle Well and Job Readiness. The position is responsible for coordinating and monitoring caseloads, including providing support, guidance and supervision to staff to ensure positive outcomes.

The Team Leader, Settlement, Engagement and Transition Support, is responsible for overseeing the provision of settlement support to newly arrived people, especially Humanitarian Entrants and Refugees, who have arrived in Australia within the last five years. Support includes low and medium intensity case management, group based learning and community capacity building.

The Team Leader will work collaboratively with the Program Manager to ensure that a cohesive team delivers the best and most consistent results for our clients across CatholicCare Victoria.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Program Delivery and Reporting	<ul style="list-style-type: none"> • Manage a varied client caseload through both supervision of staff and personal direct service delivery including managing a waiting list/active hold where required • Report monthly to the Senior Manager, Community Services/Manager, Settlement, Refugee & Asylum Seeker Programs on progress against targets, objectives, deliverables and expenditure against budgets • Manage client and staff matters in the program • Contribute to the development of funding proposals and tenders, service models, research and innovation • Undertake and complete all reporting requirements in a timely and accurate manner
Program Development	<ul style="list-style-type: none"> • Participate in the formation of programs and work practices • Support the Senior Manager/Program Manager in implementing operational/business plans for the program
Leadership and People Management	<ul style="list-style-type: none"> • Promote a positive workplace culture with a high performing, engaged team • Supervise and coach direct reports to support them in the achievement of their goals • Support the Senior Manager/Program Manager in ensuring the effective implementation of workforce planning and recruitment • Complete on boarding, probation, performance review and development, and learning and development processes in accordance with People and Culture policies and procedures • Proactively implementing conflict and grievance resolution processes in accordance with People and Culture policies and procedures • Complete probation and performance management processes in accordance with People and Culture policies and procedures
Financial Management	<ul style="list-style-type: none"> • Contribute to the preparation and monitoring of program budgets • Ensure the program and services are able to operate effectively within budgets

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Relationship Management	<ul style="list-style-type: none"> • Represent CatholicCare Victoria, as appropriate, in liaison with agencies, parishes, government and business at local, community and regional levels • Liaise with other services about demand management, referrals and service delivery issues
Quality and compliance	<ul style="list-style-type: none"> • Work collaboratively with stakeholders and implement CatholicCare Victoria’s continuous quality improvement approach throughout the program and service area – including the implementation Quality Work Plan for all programs and services • Ensure a culture mindful of risk management, health and safety at all times • Support the Senior Manager, Program Manager and Support Services to ensure all sites (including outposts), motor vehicles, IT systems are appropriate and managed to ensure optimal delivery of service to clients
Site Management	<ul style="list-style-type: none"> • Undertake responsibility for local site management issues including health and safety, administration and related matters as required

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position works under the limited direction of and reports to the Manager, Settlement, Refugee & Asylum Seeker Programs.

Position/s reporting to the Team Leader Settlement Engagement and Transition Support:

The position is expected to provide first level supervision and management of employees, including setting outcomes for the work area for which they are responsible.

Authority:

The position exercises first level supervisory responsibility for the Program. The position allows the incumbent the scope to influence the operational activities in their program.

The position has significant delegated authority from the Manager, Settlement, Refugee & Asylum Seeker Programs.

Position Breadth:

The Team Leader is accountable for small to medium program areas and assists the Manager, Settlement, Refugee & Asylum Seeker Programs with contracted funding, budget and accreditation responsibilities.

Stakeholder Relationships

Internal Relationships:

The Team Leader:

- works closely with Managers, other Team Leaders and the position’s direct reports
- works with Support Services Team to monitor program budgets
- works with People and Culture to ensure a positive workplace culture and implementation of People and Culture policies and procedures

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External Relationships:

As agreed with the Manager, Settlement, Refugee & Asylum Seeker Programs, the Team Leader establishes and maintains key external relationships including but not limited to:

- local catchment service networks and local governments in the catchments we provide services
- working groups and reference groups with peak bodies and other stakeholders
- Government departmental liaison and service delivery management
- other funding bodies

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- 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 CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

The position is also required to ensure a safe and healthy work environment for all employees, contractors, clients, volunteers and visitors.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

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The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*
- information privacy and confidentiality;
- equal opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Relevant tertiary qualification, preferably in social welfare, community development or another relevant discipline or similar related discipline

Experience

2. Three years minimum experience working in the field of refugee and settlement, running groups, writing assessments/reports and working as part of a team, including working with volunteers
3. Demonstrated experience in providing professional supervision to client-facing staff in the delivery of human services programs

Knowledge, Skills and Attributes

4. Ability to deliver case management services to clients from refugee and/or humanitarian backgrounds, including group programs.
5. Knowledge of community services, and the ability to support newly arrived clients to access the services they need
6. Demonstrated ability to work with people from culturally and linguistically diverse backgrounds
7. Demonstrated capacity to build and maintain effective relationships with a broad range of stakeholders
8. Proven skills in managing staff engaged in service delivery, case work in a multi-disciplinary setting
9. Awareness of program budget management
10. Demonstrated ability to work autonomously and as a key member of operational teams
11. Demonstrated awareness of the role of a faith-based organisation committed to diversity and inclusion of all clients, communities, staff and volunteers
12. Demonstrated interpersonal, written and verbal communication skills
13. Well-developed working knowledge of Microsoft Office suite and windows operating environment, including Word, Excel and PowerPoint
14. A collaborative style
15. Sensitivity to understand and respond to the needs of different audiences
16. Preparedness to travel, as and when required, to different locations

Child Safety

17. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.

Other Requirements

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- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas
- International Police Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertake a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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