

# Team Leader

## Wellspring- Young Mothers for Young Women



### Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

### Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

### What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

### Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

### Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

### Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

# Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. When dealing with challenging behaviour, our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

# Position Overview

## Position Title

Team Leader

## Team

Brisbane YMYW

## Reports to

Cluster Lead

## Line Manages

Brisbane YMYW team

## Classification/Award

Level 6-7 SCHADS

## Talkin

Cluster Lead

## Based at

Coorparoo

## Backup when absent?

Cluster Lead

## Wellspring

The Wellspring Services Cluster consists of the Young Mothers for Young Women programs in Brisbane (YMYW), Caboolture (CYMYW), and Redcliffe (RYMYW).

The YMYW Programs offer support to young pregnant and parenting women, their children, and families. The Brisbane and Redcliffe services are open to women who are aged 25 years and under and aged 20 years and under in Caboolture. Young women can access a variety of services through our Wellspring Hubs including group connections, planned support, antenatal services, and child health connections.

The YMYW Program provides a two-generation approach to meeting the needs of the parents and their children. We celebrate the strengths of young women who are parenting and recognise issues related to housing, health, social isolation, employment, education, and income are interconnected and solutions require an integrated approach.

We work alongside families to improve family functioning, encourage positive parent-child interactions, and to build connections for young families to their local community. The team also assists families to navigate systems which significantly impact on their lives, such as child protection, family law, domestic violence, justice, income support, education, mental health, housing instability, and healthcare.

# Position Description

## As a Team Leader you will...

Oversee the delivery of services to young pregnant and parenting women who access YMYW Coorparoo, while providing an integrated and welcoming service response to young women, their children and partners.

## Key Responsibilities

### Leadership

- To work in collaboration with Wellspring Cluster Lead in the day-to-day delivery of services at Wellspring Coorparoo YMYW.
- Lead the development of the team with a culture of respect, partnership and responsiveness to participants.
- Participate in collaborative work practices to meet the goals of Micah Projects strategic road map and requirements of contract with Department of Families, Child Safety, Prevention of Domestic and Family Violence and Disability, and philanthropic partners.
- To foster a welcoming and positive relationship with partners such as Mater Mothers, Maternal and Child Health Nurse, Hawthorne Child and Family Hub.
- Coordinate visiting services to Coorparoo Hub to respond to housing, health, legal and other social supports.
- To work in line with Micah Projects first 2000 days framework.
- Plan and supervise peer workers, outreach and centre-based family support and advocacy workers.
- Promote a culture of respect, safety, and trauma informed approaches.
- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter
- Support wellbeing and resilience of the team whilst managing workloads and problem solving to maintain services to vulnerable people.
- Ensure management processes are implemented and maintained such as workload management in a high demand environment, positive and respectful relationships, and commitment to proactive engagement with participants.
- Perform other relevant duties as assigned.

### Organisational Management

- Promote a culture of respect, safety, and trauma informed approaches.
- Ensure effective communication and teamwork occurs within a team environment
- Efficient management of sensitive information and compliance with the Privacy Act 1988.
- Ensure management processes are implemented and maintained such as workload management in a high demand environment, positive and respectful relationships, and commitment to proactive engagement with participants, promoting self-care and wellbeing.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Participate in all supervision and professional development as requested and to provide input into individual professional development goals.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Work closely with People and Learning to ensure all HR processes are completed through ELMO.

- Work closely with the Quality Team to ensure all policies and procedures are reviewed and updated regularly through the designated quality systems.
- Assist Cluster Lead in relation to reporting, rostering and all aspects of service delivery.

#### Collaborative practice

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

#### Flexible Hours

- Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.
- Working outside of standard hours will be by negotiation for management of after-hours and for stakeholder engagement.
- Work on call after hours on a rostered basis with other senior staff.

#### Holiday Periods

- Micah Projects operates 365 days a year, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.

## Criteria and Conditions

#### Criminal History Screening

- National Police Certificate     Blue Card  
 Yellow Card     AHPRA Registration

#### Driver's License

- Essential     Desirable

#### Travel

- Essential     Desirable

#### Assets Provided

- Work Computer     Work Phone  
 Pool Vehicle     Packaged Vehicle

#### Essential

- Relevant certificate, diploma or tertiary qualification in community services and/or extensive experience, or a combination of experience, expertise and competence.
- Evidence of effectiveness of communication style, written and verbal skills.
- Demonstrated commitment to cultural diversity.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

## General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

## Acknowledgement

**I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects**

**Employees Name** \_\_\_\_\_

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

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