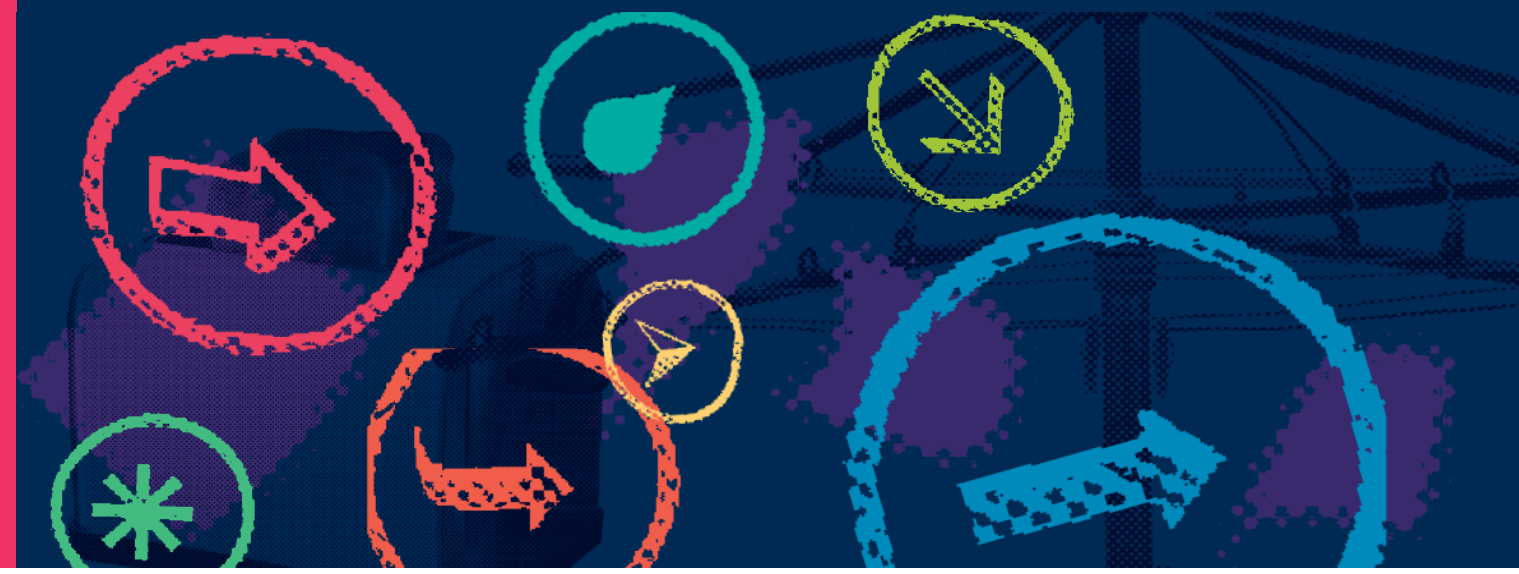


Team Leader

Brisbane Domestic Violence Service



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. 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

Safer Options & Support

Reports to

Cluster Lead

Line Manages

Safer Options & Support Team

Employment Status

Ongoing Full Time

Hours of Work (per week)

38

Classification/Award

Level 6/ 7, SCHADS 2010

Talkin

Cluster Lead

Based at

West End

Backup when absent?

DFV Cluster Leadership Team

Brisbane Domestic Violence Service

Brisbane Domestic Violence Service (BDVS) is a specialist domestic violence service for the Brisbane metropolitan region. The primary role of BDVS is to provide free and confidential services to women and children, partners in an intimate relationship and family members who are affected by domestic or family violence. BDVS provides a range of services by a multidisciplinary team, in different locations across Brisbane. These include outreach and mobile services that meet people in locations which are safe and suitable to their circumstances, whether that be at home or in the community.

BDVS is funded by the Department of Justice and Attorney General to lead the facilitation of collaboration between agencies and systems, which assist in the protection and safety of women, children and any person experiencing domestic and family violence. BDVS recognises that in order to meet this objective, there needs to be a proactive and integrated approach to supporting all agencies to fulfil their role and responsibility and to ensure the safety in intimate relationships, homes and in our community.

BDVS is committed to recognising diverse relationships, family structures, and unique circumstances of each person's experience in the context of culture, socio-economic status, health and disability status, and sexual orientation.

Position Description

As a Team Leader, you will...

work as part of the Safer Options and Support team to provide leadership and consistency in the planning, delivery, and evaluation of services in line with the Micah Projects Strategic Plan and the Brisbane Domestic Violence Service Operational Plan.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Women's Health and Equality Queensland
- Uniting Care Community
- Queensland Police Service
- Department of Housing
- Department of Justice and Attorney General (Courts & Victims Assist Qld)
- Corrections

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Supportive Housing
- Inclusive Health Partnerships
- Home for Good
- Women, Children & Families

Key Responsibilities

Leadership and Management

- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter
- Create an effective and supportive team environment ensuring a shared understanding of the vision, mission, values, and principles.
- Promote a culture of respect, safety, and trauma informed approaches.
- Support wellbeing and resilience of the team whilst managing workloads and problem solving to maintain services to vulnerable people.
- Ensure effective communication and teamwork occurs within a multidisciplinary team environment and efficient management of sensitive information and compliance with the privacy act.
- 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.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Team to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Service Delivery

- Provide operational leadership in the planning, development, delivery, monitoring, and review of services provided in the Safer Options & Support team.
- Undertake planning for the activities of the team in line with the organisation's Strategic and Operational plans and relevant funding agreements.
- Manage, supervise, and encourage the development and capability of individual staff including:
 - Undertake appropriate recruitment processes and selection practices where needed.
 - Undertake performance management and planned supervision to improve individual, team and organisational performance in line with Micah's policies and procedures.
 - Ensure accurate records are kept for all staff, students & volunteers and that staff participate in orientation and exit procedures.
 - Plan and monitor the training needs of individuals and teams.
 - Management of the allocation of work and individual workloads across the Safer Options & Support team.
 - Ensure effective team meetings and communication occurs within the team and across the organization.
- Optimise resource assets, finances, and infrastructures available to BDVS through monitoring budgets, work vehicles, lease properties working within Board/CEO delegations.
- Promote quality and safety across all areas of work such as phone, outreach, office based, emergency accommodation and public spaces ensuring compliance with legislation and the organisation's quality management system.

Collaborative practice

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

Professional practice

- Participate in and lead supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.
- Measure sustainable change and innovation through ensuring data input, analysis and review to inform measuring progress and continual improvements through Social Solutions Efforts to Outcomes data management and any other software requirements.

Essential Attendance

- Organisational Coordination Team meetings (if required), Leadership Forums, Service Area Cluster meetings, Board/Finance, Audit and Risk Management (FARM), etc. when/if required, shared responsibility for networking events and community engagement and education requests.

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.

Holiday Periods

- Micah Projects is a 365 day a year organisation, 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 APHRA Registration

Driver's License

- Essential Desirable

Travel

- Essential Desirable

Assets Provided

- Work Computer Work Phone
 Pool Vehicle Packaged Vehicle

Essential

- Demonstrated knowledge and understanding of the strategic framework and legislation underpinning work in the domestic violence sector, including the Domestic and Family Violence Act 2012, DFV Common Risk and Safety Framework and DFV Practice Standards.
- Demonstrated understanding of a gendered analysis of domestic and family violence and links with gender equality, and Trauma Informed Practice for women, children, families, and workforce.
- Previous experience and knowledge around an integrated approach to domestic and family violence.
- Demonstrated knowledge and experience working within a shared leadership and management framework whilst leading a supportive and effective team to deliver quality outcomes and services.
- Demonstrated communication, written and verbal skills, to foster collaboration, teamwork and confidence in the quality and impact of the service.
- Demonstrated understanding of operational systems for compliance, risk, people management, information technology and financial monitoring.
- Relevant tertiary education/qualification and extensive experience, or a combination of experience, expertise, and competence.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems)
- 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.

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.
- Employment may involve work or training outside of normal business hours.
- 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** _____

Document History	Version Number	03
Original Date	June 2023	Revised Date
		February 2024