

POSITION DESCRIPTION



JOB TITLE: Team Leader, Domestic and Family Violence and Families Programs
REPORTING TO: Programs Manager
DEPARTMENT: Service Delivery
LOCATION: Darwin

THE ROLE: The Team Leader will manage a suite of Domestic and Family Violence and Families Programs including Domestic and Family Violence Centre, Keeping Women Safe in their Homes Program and the Parenting Support Program. They will manage the provision of safe house accommodation, counselling, group education, case management and outreach support in the context of domestic and family violence.

YWCA VISION: all women, young women and girls are safe and respected, with equal access to power, opportunity and resources.

YWCA PURPOSE: to be a strong, unified, national feminist organisation for women, young women and girls, working to achieve gender equality.

It is a requirement that the job holder fully complies with, promotes and lives

YWCA's Core Values:

FEMINISM

INCLUSION

EXCELLENCE

INNOVATION

INTEGRITY

KEY RESPONSIBILITIES

- Effectively manage teams by articulating expected standards of performance, providing effective feedback and coaching staff that need development.
- Meet the contractual obligations of program funding agreements including reporting.
- Manage and monitor the recording of all client data, statistics and information on an appropriate database.
- Comply with all organisational policies and procedures, ensure team compliance and assist in informing the review and development of relevant policies.
- Establish, build and maintain external agency networks to improve service delivery and enhance collaborative working relationships with stakeholders.
- Manage program budgets in liaison with the Programs Manager and Finance Business Partner to ensure budget compliance.
- Recognise and resolve performance problems in collaboration with People and Culture and facilitate staff access to appropriate training.
- Assist in the provision of services to clients during periods of high demand, staff leave

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- and/or where there are complex cases.
- Coordinate evaluation, including measuring social impact, in collaboration with the Programs Manager.
 - Determine asset maintenance requirements and develop and document strategies to improve the on-going quality of maintenance.
 - Live the YWCA values and carry out all work in line with achieving our vision and strategic goals through the provision of exceptional service delivery, with a focus on continuous improvement.
 - Deal with challenging and/or threatening behaviours and maintain safety through effective response to potential or actual critical situations.
 - Monitor the welfare of staff, conduct debriefings, provide supervision and support as necessary.
 - Contribute to and promote safe work practices that are consistent with YWCA's policies and comply with WHS legislation.
 - Promote and actively support a safe and inclusive working environment that celebrates everyone's uniqueness, including their race, gender identity, age, disability, religion, ethnicity, sexual orientation, and experiences.
 - Undertake other tasks as assigned by the manager.

ESSENTIAL CRITERIA

- Tertiary qualifications in psychology or social work with APRHA membership or working towards.
- Demonstrated experience in managing a team of DFV practitioners, including best practice case management and supervision.
- Proven ability to manage people performance and ensure team effectiveness.
- Proven experience in managing a program budget and meeting funding obligations.
- Previous experience in supporting staff through the provision of debriefing and/or other strategies required to improve resilience and stress levels among staff supporting clients with highly complex needs and requirements.
- Strong organisational and time management skills, including the ability to manage competing demands.
- A demonstrated passion for social change and contributing to an organisation that advocates for equality.
- Strong supporter of Women's Rights and striving for equality through influencing, advocating and pushing boundaries.
- Demonstrated collaborative working style, with good interpersonal and excellent communication skills, both written and verbal.
- A valid state-based working with children or working with vulnerable people check.

Desired

- Experience working within a Not for Profit environment.

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EMPLOYEE AGREEMENT

Name

Date

Signature