# Part 2 – Addendum: Team Leader – Gamblers Help Eastern

**This document explains the work of the Team Leader – Financial and Gambling Support Services and the outputs they will need to deliver.**

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| **Position:** | **Team Leader – Financial & Gambling Support Services** |
| **Directorate / Service / Program:** | **Child Youth Family & Well Being** |
| **Industrial Instrument Name:** | **EACH Social and Community Service Employees Enterprise Agreement 2017** |
| **Instrument Classification:** | **Level 6** |
| **Reports to:** | **Program Stream Manager- Financial & Gambling Support Services** |
| **Effective Date:** | **7 June 2024** |

# Key Deliverables

* Successful and efficient daily operation of the Financial and Gambling Support Services program delivered by EACH achieved through the provision of support, performance development, coordination of caseload, team meetings and supervision to team members.
* Daily demonstration of the leadership skills, traits and expectations as outlined in Part A – Expectations.
* A positive team culture, ensuring staff safety and wellbeing through the provision of organisational supervision, 1:1 quarterly meetings and other related activities.
* Maintenance of EACH systems and processes related to data management, risk reporting, quality improvement, client record systems and staff files.
* Performance monitoring and evaluation, and in consultation with Manager identification and implementation of solutions to ensure high quality service delivery and outcomes.
* Practice and service delivery is consistent with Program Guidelines
* Staffing and resources are allocated within the provisions of budgets
* A small caseload appropriate to qualification is held
* A strong collaborative working relationship with the funder is maintained and requested information provided within specified time frames.
* A positive relationship is demonstrated with internal and external stakeholders, including negotiation of appropriate protocols for collaborative planning, service delivery and ongoing development of EACH services.
* Appropriate policies, systems, models and protocols are developed and enacted to support service delivery.
* Engage with and contribute to the broader operation of the Financial and Gambling Support Services Stream

**Qualifications and skills**

Skills

* Relevant counselling skills
* Leadership and team management capability
* Highly-developed interpersonal and negotiation skills, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external.
* Ability to communicate effectively verbally and in writing
* Excellent problem solving and organisational skills.
* Understanding of the Social Determinants of Health and the Social Model of Health approach.
* Good understanding of the referral pathways across sector(s)

Experience and Knowledge.

* Counselling experience - minimum 5 years’ experience (desirable)
* Experience in leading teams to bring desired outcomes
* Demonstrated experience in engaging key stakeholders and working with funding bodies to achieve desired outcomes
* Knowledge of services, processes and networks that are needed by and available to support people affected by gambling harm

Mandatory Qualification/s, Competencies and/or Licences

* Tertiary qualifications in Social Work or Counselling and be eligible for membership/registration with one of the following: AASW, AMHSW, PACFA/ or Level 2 or higher membership of the Australia Counselling Association (ACA)
* Completion of a Criminal History Check and Employee Working With Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
* Current state-based driver’s license

**Physical Requirements:**

* Able to use a computer and other essential IT equipment relevant to the role for duration of work day.
* Ability to travel between EACH locations or other sites to occasionally attend meetings or activities.