



Team Leader Serenity House (North-West Coast) - Full-time role

City Mission is seeking a caring and qualified individual with extensive experience in the Alcohol and Other Drug sector to join the team at Serenity House on the North-West Coast.

Serenity House is a residential service in the Burnie area that offers a time out for individuals experiencing the challenges of substance addiction. It provides Places of Safety and Sobering Up facilities for crisis situations and gives individuals the chance to look at long term options for recovery, acting as a pathway to residential rehabilitation services. Serenity House also provides overnight monitoring, support and referral for people who are intoxicated.

The position is responsible for operations of the AOD services at Serenity House, reporting directly to the Supervisor.

Primarily, the Team Leader will be responsible for the coordination of the service, ensuring appropriate and consistent client supervision, oversight of the day-to-day operation, and maintaining a positive team culture.

Please note – this role involves Alcohol and Other Drugs support, NOT disability support.

Selection Criteria

Essential Qualifications/Experience:

- Relevant tertiary qualifications in human services, nursing, psychology, social work or similar field.
- Demonstrated experience in leadership.
- Experience in managing a diverse team of staff.
- Experience working in a multi-disciplinary team.
- Workplace level 2 First Aid certificate or willingness to attain.
- Demonstrated ability to build and maintain positive professional relationships with clients, staff and external stakeholders.
- Highly developed administrative and communication skills.
- Current driver licence.
- Assist Clients with Medication attainment or willingness to undertake.
- National police check is required for all roles at LCM.
- Working With Vulnerable People Card or willingness to obtain.

Desirable Qualifications/Experience:

- Experience in group facilitation.
- Experience in a mental health or AOD treatment service.
- A good understanding of the causes of addiction and related issues:
 - Knowledge of drugs and their effects
 - Knowledge of symptoms of intoxication and withdrawal
 - Knowledge and experience in conducting alcohol and other drug assessments, brief interventions, and other health interventions (as appropriate)
 - Knowledge of motivational interview techniques
 - Knowledge of relapse prevention strategies.
- Success in supervising the delivery of support to clients with complex needs.
- Experience or demonstrated capacity to work in an organisation adopting a Christian ethos.



This is a full-time position and salary will be based on the Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]. As a Public Benevolent Institution, LCM employees are eligible to salary package through our approved provider.

If you have a passion to work as part of a dynamic, friendly team in a caring compassionate environment, knowing that the activities of our organisation are directed towards services provided to those at risk in our community, we encourage you to apply.

Please send your application **addressing the selection criteria** and your ability to effectively perform the primary tasks above to the Manager People & Culture, City Mission, PO Box 168, Launceston, or upload it to the SEEK website.

A full job description is available by phoning 6335 3000 during office hours, by emailing office@citymission.org.au, or via our website – www.citymission.org.au/support-us/work-with-us

Applications close on Monday 29th May 2023 at 9:00am.