

Position	Team Leader Serenity House	
Key Requirements (Qualifications, Skills, Knowledge and Experience)	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • 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. <p>Desirable Qualifications/Experience:</p> <ul style="list-style-type: none"> • 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. 	
Summary of Role (inc. Role Purpose)	<p>The position is a responsible for operations of the AOD services at Serenity House, reporting directly to the Supervisor.</p> <p>Primarily the Team Leader will be responsible for the coordination of the service including ensuring appropriate and consistent client supervision, the oversight of the day-to-day operation of the service and maintaining a positive team culture.</p>	
Management and Supervision	<p style="text-align: center;">Key Responsibilities</p> <ul style="list-style-type: none"> • Be responsible for the day-to-day operations of the service. • Liaise with the Supervisor regarding service strategies and planning. • Act to direct resources in the event of an incident or crisis. • Coordinate the delivery of support including individual and group components, internal and external of the service, for clients to achieve their recovery goals. • Management of Support Workers including rostering, performance reviews and other relevant documentation. • Lead staff and ensure they are trained, abiding by policy and 	<p style="text-align: center;">Key Performance Indicators (observable and measurable)</p> <ul style="list-style-type: none"> • All processes operate consistently with zero instances of rescheduling due to lack of resources. • Regular communication with the manager occurs and is documented. • All incidents and crises are responded to within policy guidelines. • Outcome data indicates client improvement across targeted areas. • HR activities are completed on time, with a high degree of accuracy. • Staff costs are within budgeted guidelines.

	<p>procedure, and providing appropriate care.</p>	<ul style="list-style-type: none"> • Informal feedback is given as required and documented. • Staff adhere to policies and procedures.
Client Supervision	<ul style="list-style-type: none"> • Oversee referral and intake of clients including bed allocations. • Oversee Serenity House programs and client supervision. • Have regular contact with clients to ensure appropriate levels of support are being maintained. • Oversee process and guidelines for Place of Safety/Sobering Up clients. • Ensure confidentiality is maintained and clients are treated with respect and dignity. 	<ul style="list-style-type: none"> • Admission processes are followed and bed allocation is appropriate. • Clients' health and wellbeing is assessed, managed and supported within best practice frameworks. • Clients report feeling supported in achieving goals and fulfil program requirements. • Clients understand and adhere to service policies. • Program logistics are managed to meet client outcomes.
Administration	<ul style="list-style-type: none"> • Complete reporting in line with requirements and policy. • Client files are managed according to policy and best practice. 	<ul style="list-style-type: none"> • All reports are comprehensive, completed accurately and in a timely manner. • Client files are accurate, clear and completed in a timely manner.
WHS	<ul style="list-style-type: none"> • Report any incidents in line with WHS policy. • Review and develop documentation appropriate for the changing needs of the program. • Undertake risk assessments for all activities. • Operate with a Duty of Care for self, colleagues and clients. • Operate within the organisation's WHS policy and guidelines. • Maintain professional boundaries in line with policy. • Participate in regular clinical supervision. 	<ul style="list-style-type: none"> • All critical incidents, WHS issues and maintenance matters are reported within appropriate timeframes with accompanying documentation. • Continuous Improvement summaries indicate updated documentation and process. • WHS policy and guidelines are followed. • Professional boundaries are maintained. • Undertakes authorised number of supervision sessions per annum. • Employee reports feeling adequately supported.



Training and Innovation	<ul style="list-style-type: none"> • Maintain an up-to-date knowledge of the resources available. • Keep up to date on trends within the AOD sector and contribute to the promotion of best practice principles within the service. • Participate in ongoing personal and professional development. • Identify staff training needs and work with staff to facilitate, coordinate or access appropriate training. 	<ul style="list-style-type: none"> • Resource knowledge is up to date. • Best practice principles are applied to program delivery and material. • Appropriate training and professional development programs are identified and are attended, for self and staff.
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LAUNCESTON CITY MISSION VALUES

Faith	We have confidence that that ethical actions will bring good results.
Justice	We take personal responsibility to uphold what is pure, right and true.
Compassion	We invest whatever is necessary to heal the hurts of others.
Flexibility	We are attentive and responsive to the changing needs in our community
Enthusiasm	We express joy in our work as we give it our best effort.

I confirm I have read and understood this Position Description.

Name of Worker:

Signature:

Date: