

Position	[Team Leader Program Support Missiondale]	
Key Requirements (Qualifications, Skills, Knowledge and Experience)	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • [Relevant tertiary qualifications in an appropriate field (e.g. human services, nursing, psychology, social work)] • 3 years or more experience working in an appropriate field. • Experience managing a diverse team of staff. • Experience working in a multi-disciplinary team. • Demonstrated excellent communication and administration skills. • Demonstrated high level group facilitation skills. • Demonstrated time management skills. • Positive history of following organisational Policy & Procedures. • Demonstrated history of setting and applying good professional boundaries. • Ability to maintain and develop positive professional relationships with stakeholders, clients, and staff. • A good understanding of the causes of addiction related issues including: <ul style="list-style-type: none"> ○ Knowledge of the impact of trauma in individuals and families. ○ Knowledge of drugs and their effects including symptoms of intoxication and withdrawal. ○ Knowledge and experience in conducting alcohol and other drug assessments, brief intervention support and relapse prevention • Demonstrated ability to work unsupervised. • Current drivers' licence. • National Police check is required for all roles at LCM. • Working with Vulnerable People Check, or willingness to obtain. <p>Desirable Qualifications/Experience:</p> <ul style="list-style-type: none"> • Demonstrated experience in program and staff leadership in a Therapeutic Community or a similar AOD service. • Strong knowledge, experience, and/or qualifications in relevant clinical interventions including but not limited to CBT and Motivational Interviewing. • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos. • Flexibility to vary schedule on occasion to match service needs. 	
Summary of Role (inc. Role Purpose)	<p>The role of the Team Leader is to assist the Supervisor and leadership team to ensure a high level of support is being given to clients through the AOD Support Worker and Case Management teams. They will work as part of the Missiondale leadership team to plan and supervise the program offering at Missiondale . The role includes training and development of staff and delivery of client group sessions.</p>	
	Key Responsibilities	Key Performance Indicators (observable and measurable)
Program	<ul style="list-style-type: none"> • Liaise with the Supervisor regarding program strategies and planning. • Monitor and respond to the quality-of-service delivery to clients during program. • Participate in and support staff in the high-quality delivery and facilitation of psycho-educational material and program groups. 	<ul style="list-style-type: none"> • Regular communication regarding program strategy and planning occurs and is documented. • AOD support workers and case workers deliver consistent, high levels of work. • TC guidelines are reflected in daily functions and interactions of staff

	<ul style="list-style-type: none"> • Monitor and control daily operations and emergency situations along with the leadership team. 	<ul style="list-style-type: none"> • Plans and intended outcomes for clients are documented appropriately. • Program outcome data indicate client improvement across range of areas. • Program groups are delivered to a high level of quality in the community. • Communication notes and incident reports demonstrate appropriate responses to crisis situations.
Leadership and Management	<ul style="list-style-type: none"> • Line manage and mentor staff • Train staff to have appropriate boundaries with clients, to signpost to other areas of the service effectively, and to manage the day-to-day administration aspects of their jobs with a high degree of effectiveness • Participate in performance management reviews and staff reviews. • Participate in leadership meetings and on-call roster 	<ul style="list-style-type: none"> • Staff report feeling supported • Improved staff skills,, high level of staff retention, and positive feedback to them from staff and clients. • Staff performance reviews take place in a timely manner and show consistent, high levels of program delivery. • Positive contribution to meetings and on call roster.
Client Supervision	<ul style="list-style-type: none"> • In collaboration with leadership, contribute to decisions regarding client admission and exit. • Oversee the support of clients in the program. • Be involved in client progress and evaluation processes. • Facilitate program groups to maintain boundaries and train other staff to effectively contribute to these groups 	<ul style="list-style-type: none"> • Program outcome data indicate client improvement across range of areas. • TC guidelines are reflected in program structure. • Clients develop goals and are active in their plans to achieve them. • No breaches of confidentiality occur. • Program groups run effectively and staff are sufficiently trained in running groups
Service Promotion	<ul style="list-style-type: none"> • Promote Missiondale and other LCM AOD services through established and new external contacts. • Participate in sector meetings and forums where requested by the Supervisor. 	<ul style="list-style-type: none"> • Strong networks are developed and maintained. • Missiondale and other AOD programs are promoted through sector and community networks. • Participation occurs within sector meetings and forums as requested.
Administration	<ul style="list-style-type: none"> • Ensure all client records and other documentation is completed in line with policy and according to best practice. • Complete and submit reports as required. 	<ul style="list-style-type: none"> • All documentation is accurate and completed in a timely manner. • Regular and prompt reporting is completed. • Health literacy guidelines for program material are applied.

	<ul style="list-style-type: none"> • Ensure program material developed is appropriate in content and literacy scope of clients. • Develop and maintain workflow tools for staff. 	Staff are consistent with the demonstrated knowledge of their roles.
WHS	<ul style="list-style-type: none"> • 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"> • WHS policy and guidelines are followed. • Professional boundaries are maintained. • Undertakes authorised number of supervision sessions per annum. • Employee reports feeling adequately supported.
Learning and Innovation	<ul style="list-style-type: none"> • 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"> • Best practice principles are applied to program delivery and material. • Appropriate training and professional development programs are identified and are attended.
Safeguarding Children	<ul style="list-style-type: none"> • Complete Safeguarding Children training. • Read and abide by child-safe policies, procedures and requirements, including Code of Conduct and mandatory reporting. 	<ul style="list-style-type: none"> • Training is completed before any contact with Youth or Children. • Policies, procedures and requirements are read prior to any contact with Youth or Children. • Code of Conduct is read and signed prior to any contact with Youth or Children. • Aware of mandatory reporting requirements.

LAUNCESTON CITY MISSION VALUES

Faith	We have confidence 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 work with passion and commitment to achieve our goals