

Reporting to	Program Manager
Classification	SCHADS Award, Level 5
Location	Dependent upon program

About ACSO

Founded in 1984 on the lived experience of Stan McCormack, the Australian Community Support Organisation (ACSO) has delivered programs to help break the cycle of people repeatedly entering the justice system because they lack the support to make change.

Our work supports, diverts or reintegrates people through a range of services including mental health, alcohol and other drug treatment, intensive residential support, housing and therapeutic programs. These services span the entire justice continuum from prevention to rehabilitation.

Our Vision

ACSO's vision is for a community where everyone has the opportunity to thrive, and prison truly is the last resort.

Our Purpose

Our purpose is to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

Our Ethos

"Understand the Story. Support the Change."

Our Core Values

Passion; Our heart and passion are at the core of everything we do.

Belief in Humanity; We believe that everyone deserves another chance and entitled to opportunities which can help them change their lives and realise their potential.

Integrity in all we do; We are genuine in our relationships with clients and each other, always true to ourselves and courageous in our approach.

Innovative spirit: We are willing to explore and develop new and innovative solutions and take on the challenges that confront us.

Purpose of the position

The focus of a Team Leader will be on assisting their teams through assessing and monitoring risk, building and delivering a high-quality service and provision of supervision to support their teams and individuals to develop their emotional intelligence and resilience, whilst developing and maintaining skills to support this client group. They may assist the Program Manager with program delivery and stakeholder management where necessary.

On a daily basis you will lead, supervise, coach and develop your team members in the performance of their duties, including creating and fostering a positive and cohesive team culture. Dependent on your specific program, this might mean guiding team members on operational decision making, acting as an escalation point for both operational and client care matters, and championing organisation-wide initiatives to frontline workers. You will be responsible for coordinating and conducting all employee management lifecycle activities including; recruitment, professional supervision sessions, performance

counselling, inducting and training new team members, rostering, conducting annual performance planning and review meetings with your team, and conducting performance management with employees in partnership with Program Manager and/or People and Culture Partner.

Deliverables

- Provide daily coaching and guidance to your team to ensure effective and quality delivery of services.
- Act as first point of escalation on operational or client care matters and support your team members to resolve these matters to avoid further escalation.
- Monitor and evaluate staff performance against position deliverables, annual performance plans and professional development goals. Take remedial action where performance outcomes are not being achieved.
- Develop and foster a cohesive team culture. Where your team is located across multiple worksites ensure this team cohesiveness extends beyond individual locations to the wider program team.
- Manage team performance and service delivery to ensure program contract KPIs are met or exceeded as per each contract's terms and organisational objectives.
- Monitor the workplace and employee conduct to ensure WHS processes and frameworks are adhered to; lead by example to foster a safety culture within your program. Work with employees, Program Manager and WHS Partner on Return to Work plans in cases of worker's compensation.
- Provide feedback and recommendations to Program Manager on opportunities for continuous improvement in work practices, systems, procedures and/or service delivery.
- May be required to undertake front line employee duties to assist the program, as required.

Qualifications

- Diploma Bachelor level qualification in an area relevant to the program being overseen, or;
- A minimum Diploma qualification in an area relevant to the program being overseen with equivalent relevant experience

Key Selection Criteria

- Relevant sector experience is highly desirable
- 2+ approx. years' experience as a people leader
- Prior experience and success in leading others in the delivery of program services
- Experience in conducting (with the support of more senior leaders and/or People and Culture) performance management with team members
- Demonstrated communication strengths in the areas of; interpersonal sensitivity, communicating sensitive information effectively, conducting difficult conversations in an empathetic and authentic manner
- Demonstrated understanding of how to build and foster a high-performance team culture
- A thorough understanding of the current trends, practices, policies and legislation pertaining to their program area.

Core Competencies

- **Building relationships;** interacting with people, establishing rapport, impressing people
- **Fostering Inclusion;** inviting diversity, promote equity, culturally responsive
- **Communicating information;** convincing people, articulating information, challenging ideas
- **Providing leadership;** making decisions, directing people, empowering individual
- **Showing resilience;** conveying self-confidence, showing composure, resolving conflict
- **Adjusting to change;** thinking positively, embracing change, inviting feedback
- **Giving support;** understanding people, team working, valuing individuals

Mandatory compliance requirements

As a registered NDIS provider and under the NDIS working screening requirements, this role requires each employee to have the below prior to any offer or commencement of employment.

Police check	ACSO will initiate this process during the recruitment and selection process and cover the cost of any Australian or International police checks. Note: ACSO are open to considering employing people with a criminal record.
NDIS Worker Screening Check	A NDIS Worker Screening Check clearance must be supplied by all new employees (at the cost of the employee). This check is valid for 5 years and transferable across NDIS providers.
Working with Children Check (depending on program)	A valid employee Working with Children Check (WWCC) must be supplied by all new employees (at the cost of the employee)
Car Licence	A valid Australian driver's licence. This is requirement of the role not NDIS worker screening.