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# Position Description

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## Family Services Team Leader

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Winda-Mara Aboriginal Corporation

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Winda-Mara Aboriginal Corporation (Winda-Mara) is a community controlled organisation located in South West Victoria with offices in Heywood and Hamilton. Winda-Mara was established in 1991 as a result of members within the community wanting to provide better health, education and employment opportunities for Aboriginal and Torres Strait Islander people living in the area and has a membership base of over 200 members.

Winda-Mara employs over 75 people and has a key focus to provide opportunities for Aboriginal and Torres Strait Islander people to participate and access culturally appropriate services. Winda-Mara believes that culturally appropriate services will ensure a balanced approach, by working with people, rather than for people will provide equality and self-determination. Winda-Mara provides a range of services to Aboriginal and Torres Strait Islander people and their families across Heywood, Hamilton, Portland and surrounding areas over a number of programs: Land Management, Family Services, GP Clinic and Allied Health, Health Promotion and Prevention, Community Wellbeing, Culture and Tourism, Governance and Administration and Kinship Care and Support.

*Our Vision: "That Winda-Mara Aboriginal Corporation is recognised as a progressive leader and a catalyst for positive change enabling Aboriginal people in Victoria's far south-west to lead fuller lives".*

Our Vision will be achieved by focusing on four themes and these are:

*"People" "Organisation" "Country" "Culture"*

*"Mara" "Kooyoorn" "Meerang" "Culture"*



**Position:** Family Services Team Leader

**Reports to:** Family Services Manager

**Classification:** Social, Community, Home Care and Disability Award 2010

**Location:** 21 Scott, Heywood, Victoria, 3304

**Hours of Employment:** 38 hours per week, Full Time

**Enquiries to:** Shae Ailey, Family Services Manager, on 5527 0078 or [shaeailey@windamara.com](mailto:shaeailey@windamara.com)

**Applications addressing the Key Selection Criteria to:** Shannon Gaita, People and Culture Assistant, PO Box 42, Heywood, Vic, 3304 or [shannongaita@windamara.com](mailto:shannongaita@windamara.com)

**Applications close:** Tuesday 10<sup>th</sup> March 2020.

### Primary Purpose of Position

- The purpose of this position is to lead the Family Services unit to ensure that effective and efficient support is provided and lead the day to day operations of the unit.

### Key Responsibilities

- Support Manager and performs management duties when manager is absent or out of the office
- Liaise with Manager and employees to manage unit program budgets
- Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks
- Assists People and Culture unit and Manager with new unit employment and new team member training
- Answers team member questions, helps with team member problems and oversees team member work for quality and guideline compliance
- Monitor and plan workloads to ensure efficient and effective support is provided
- Compile and present reports to senior management as and when required
- Attend meetings, external and internal when manager can not
- Assist with manager supervision to unit employees and conduct regular check-in with unit employees
- Contribute to the development, implementation and communication of the unit policies, procedures and forms
- Prepare reports when required
- Attend relevant training and information sessions
- Other duties as required within the scope of this role and coordinated through the Family Services Manager.

## Key Selection Criteria

- Sound knowledge and understanding of local Aboriginal Culture, values, needs, issues and the ability to effectively communicate with Aboriginal community/people
- Demonstrated knowledge of the Family Services field
- Team leadership experience
- Well-developed organisational and time management skills and the ability to proactively identify and meet expectations in a time manner
- Able to develop strong, professional relationships with all internal and external stakeholders
- Excellent written and verbal communication skills including the ability to prepare documentation and public speak
- Ability to motivate and lead people in an enthusiastic and encouraging manner
- High level of computer competency.

## General Terms of Employment

- All employees agree to abide by Winda-Mara's Policies and Procedures and Code of Conduct
- All employees agree to act in a safe manner to provide a safe working environment
- All employees agree to participate in an Annual Performance Review and any other review processes
- Winda Mara will support employees to successfully perform their role through training and other support as appropriate.
- Attend and participate in team/divisional activities, meetings, and day to day work activities demonstrating respect and consideration for individuals and their experiences and expertise
- Communicate constructively to other team members and/or company employees
- Be aware of and communicate to other employees' opportunities for improvement in processes, practices or procedures
- Actively work with and support other team members and/or employees to achieve organisation's goals.

## Conditions of Employment

- Victorian Drivers Licence
- Ability to obtain a National Police Check
- Ability to obtain a Working with Children Check