

Position Description

Position	Team Leader	Reports to	Manager/ program Manager	Position number	TBC
Level	People Manager	Team	Parent Pathways		

Our purpose

To connect more people to meaningful work.

CVGT respectfully acknowledges the Aboriginal and Torres Strait Islanders people as the Traditional Owners of this land and we pay respects to Elders, present, past and emerging.

We welcome and accept people from diverse backgrounds and identify and strive to create an accessible and inclusive environment for all and are committed to child safety by establishing and maintaining a child safe and child friendly environment that promotes and protects the interests and safety of all children and young people who interact with our services.

Role overview

Parent Pathways is a transformative program that offers comprehensive support to parents with children under the age of six, particularly those facing disadvantages. The service aims to empower parents by enhancing their skills and capabilities, guiding them towards achieving their educational and employment objectives.

Team Leaders play a dual role in leading, supporting and coaching a highly engaged, passionate and motivated team of Mentors as well as offering personalised support and caseload management.

Team Leaders also facilitate connections to other essential services, addressing both vocational and non-vocational challenges, through a strengths-based approach to case management. The role is key to supporting Mentors to progress community participation and deliver great program outcomes.

Key Result Areas (KRA)

The following KRAs capture the primary area of focus for this role and will be included in the annual Performance and Development Plan with relevant KPIs and measures.

KRA	Accountabilities / Outcomes
<ul style="list-style-type: none"> • Provide effective leadership and people management practices 	<ul style="list-style-type: none"> • Provide supervision, coaching and training to mentors to ensure the provision of high-quality services that are aligned with CVGT's practice model and service delivery model • Coordinate and participate in the recruitment, selection, onboarding and training of staff • Regularly meet with the team, as well as individual staff members to build a positive workplace and performance culture; as well as providing regular feedback on performance and development outcomes • Raise any non-conformance and under performance outcomes in a timely manner • Step into the manager role when required.
<ul style="list-style-type: none"> • Provide a high level of support and coaching to participants 	<ul style="list-style-type: none"> • Deliver high quality service to participants following CVGT's person centred practice model and the Parent Pathways service delivery model. (May be across multiple locations including designated sites and community settings.) • Partner with participants to identify education and employment goals, creating personal plan using a variety of tools • Coach participants to find alternative pathways in the event of setbacks or obstacles using a strength-based approach in the provision of intensive case management to guide and mentor parents who may be experiencing sensitive and complex challenges such as mental health, domestic violence and drug and alcohol addiction. • Ensure participants have access to the necessary tools and resources to achieve their goals, such as laptops, childcare etc, whilst adhering to program guidelines and requirements for documentary evidence. • Share knowledge and expertise through mentoring and coaching mentors in the team based on strength-based approach
<ul style="list-style-type: none"> • Proactively drive site and program performance 	<ul style="list-style-type: none"> • Assist in the management of program delivery in accordance with contractual requirements and relevant performance indicators at site(s) • Actively monitor and allocate caseloads to mentors ensuring ratios are achieved • Optimise relevant reports and data to monitor team performance against program and organisational KPIs including the delivery of contractual requirements • Develop and maintain relationships with key stakeholders

<ul style="list-style-type: none"> • Promote and maintain safety, quality and compliance standards 	<ul style="list-style-type: none"> • Maintain a safe working environment for staff and ensure relevant WHS requirements are met • Apply, promote and follow company policies, procedures and values in all work practices including WHS, privacy and confidentiality • Conduct in-house activities with participants such as work preparation skills or supervising a participant led governance meeting where participants can evaluate our services and provide feedback for improvement • Identify opportunities for continuous improvement and implement strategies to enhance service delivery.
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Stakeholders

Supervise

- Mentors

Internal stakeholders

- **All staff**

External stakeholders

- Employers & community organisations
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Key selection criteria

To be successful in this role, you will be required to demonstrate the following:

1. Qualifications, skills and experience

- Experience in a leadership role within employment services, community services, business services or related role with the ability to manage teams would be an advantage
- Diploma in Community Services, Employment Services, Leadership or similar qualification
- Experience in motivating teams to achieve KPIs and a proven track record of driving high performance
- Experience working in employment or community sector, supporting disadvantaged clients with complex needs, through effective case management and within a broader service system
- Experience in delivering high-quality, person-centred case management including experience in managing complex cases

- Experience in cultivating and nurturing relationships with a diverse range of stakeholders
- Experience in operating from a Person centred and strengths-based approach and ability to support colleagues, share knowledge and expertise based on this approach
- Proficiency in utilising a range of software programs including MS Office
- Driver's licence & relevant employment checks including National Police Check, Working with Children or Vulnerable persons check for relevant state.

2. Our CVGT capabilities

CVGT team members are required to demonstrate the following capabilities dependent on the level.



Inspire direction & purpose



Build & develop a talented team



Act with accountability



Be my best



Communicate effectively



Deliver service quality



Embrace change



Embrace digital technology

3. Our CVGT values

CVGT team members are required to demonstrate each of our values every day to achieve the great outcomes we collectively make.



Better together



Community matters



Doing the right thing



Finding a way



Genuine care



To understand what's on offer when you become part of the CVGT team please visit [Work with us - CVGT Employment](#)

This position description is intended to describe the general nature and level of work that is to be performed in the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. CVGT reserves the right to modify as required. Employees will be consulted when this occurs.

CVGT recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life and family needs.