

Position title	Team Leader Service Delivery
Location	VIC/TAS Branch
Reports to	Branch Manager
Direct Reports	Program Workers
Primary purpose of the position	<ul style="list-style-type: none"> <li>• Contribute and develop good administrative processes that support efficient management.</li> <li>• Contribute the growth and development of GROW</li> <li>• Work collaboratively with the Manager and National Office to develop and maintain good administrative processes that support efficient management.</li> <li>• Lead and drive the local team implementation of the Statement of Strategic Intent.</li> </ul>

## ABOUT GROW

GROW is a national community-driven organisation specialising in mental health peer-to-peer support developed from the lived experience of recovery. Our programs are designed for people to take back control of their lives, overcome obstacles and start living a life full of meaning, hope and optimism. GROW offers the opportunity for people to share challenges and solutions for recovery in a supportive and structured way within the context of a caring, sharing community.

## Our Vision

GROW is widely recognised as the premier provider of intentional peer to peer support to promote hope, mutual help and recovery for good mental health for people throughout Australia.

## Grow Mission

We enable people and communities to grow, recover and maintain good mental health.

## Our Values

Personal responsibility, Personal value, Friendship, Mutual help and Community.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

<b>Leadership Responsibilities</b>	<ul style="list-style-type: none"> <li>• Promote "One GROW" and collaborate with other teams across borders to ensure a culture of collaboration</li> <li>• Positively contribute towards creating a healthy, inclusive &amp; supportive team environment.</li> <li>• Lead and support staff to achieve their annual goals and development</li> <li>• Work with National Office and relevant staff to undertake Human Resources activities (including recruitment, orientation, and performance management) in consultation with the National Office as required.</li> <li>• Directly manage and resolve complaints and concerns related to staff in consultation with the national office and relevant manager</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Manage the program staff team to ensure the appropriate support to Grow Groups and Program activities including group meetings, training activities, social activities, and community outreach.</li> <li>• Support and assist Program workers, through training events and programs for the continuous development of Group Organiser and Group Recorders personal leadership.</li> <li>• Monitor, support and assist Program workers with all aspects of the development of strong and vibrant O&amp;R teams Provide support to Program Team meetings, in particular the development of reports and information to assist with decisions.</li> <li>• Provide support to volunteers in their development of Grow's caring and sharing community including regional and branch socials as appropriate</li> <li>• Continuous oversight of the growth, development, monitoring of activities of all Grow Groups within the relevant region.</li> </ul>

<p><b>Resource Management Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Work collaboratively with the Manager to ensure all obligations, standards and reporting requirements for the Team are met.</li> <li>• Work with the relevant staff and national office to ensure the timely and accurate collection, recording, reporting and management of finance data and information required by National Office for monthly reports and funding acquittals</li> <li>• Work within budget constraints and support the Manager to be accountable for any income and costs.</li> <li>• Promote the importance of record keeping; promote adherence to expectations and monitor &amp; review effectiveness.</li> <li>• Assist with the promotion of Grow within the local community through purposeful, targeted outreach, involvement in network groups, and participation in public events.</li> <li>• Be aware of opportunities for funding that supports Grow and report to the Manager and National Office</li> <li>• Receive complaints from Growers and work with the BPT to resolve and in accordance with Grow procedures.</li> </ul>
<p><b>Relationship Management Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Support the Manager to establish links, collaborate, and develop working relationships with key external key stakeholders including funders, peak bodies, in consultation with the Manager.</li> <li>• Ensure the local Team is fully engaged with the promotion of Grow within the local community through purposeful, targeted outreach, involvement in network groups, and participation in public events.</li> <li>• Support the BPT in all aspects of their work</li> </ul>
<p><b>Safety Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• ensure all workplace health &amp; safety regulatory requirements &amp; operational standards are embedded into team practices.</li> <li>• ensuring &amp; monitoring that all workplace health &amp; safety activities are highly valued and embedded into all business activities &amp; program delivery</li> <li>• Champions the importance of every persons physical, mental &amp; emotional well-being; hold others accountable to this ethos Leads by example in effective management of work and personal life.</li> <li>• ensures all staff take leave annually.</li> <li>• manage personal health to ensure fitness for work</li> </ul>

**Corporate Responsibilities:**

- Comply with all relevant legislation, regulations and policies and procedures, including Code of Conduct and workplace health and safety standards.
- Work within delegations of position.
- Maintain confidentiality of information pertaining to Grow members, carers, and Grow.
- Demonstrate high standards of personal and professional behaviour.
- Evidence of Australian citizenship or current working visa.

**Competencies and Mandatory requirements**

- Knowledge and understanding of Grow 12 Step Program or ability to acquire that knowledge.
- Experience in or demonstrated ability to develop and lead a vibrant, caring team.
- A high level of verbal, written and interpersonal communication skills.
- Intermediate skills in Microsoft Office Suite and the ability to learn further computer programs as required.
- Experience in the development of strong working relationships with stakeholders.
- Demonstrated ability to work independently in planning, managing, and delivering services using proper time management and working within the budget.

- Demonstrated ability to manage time effectively and carry tasks through to completion.
- Demonstrate an understanding of leading continuous quality improvement systems.

**EMPLOYEE DECLARATION**

I have read and understood that the statements are a description of the functions assigned my position.

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<b>Applicant/ Employee Name</b>	<b>Signature</b>	<b>Date</b>