



Team Leader – Regional Services (North QLD)

Role Title	Team Leader – Regional Services (North QLD)
Team	Leadership Team
Location	Based in Townsville or Cairns with travel between to sites. Occasional travel to Brisbane
Level	Level 7 Social, Community, Home Care and Disability Services Industry Award. \$110,913 to \$115,537, pro-rata, (depending on experience), plus leave loading and an option to salary sacrifice. Relocation costs will be considered.
Reports to	Senior Leader – Individual and Family Recovery Services
Contract	Full time. Ongoing

Our Vision

Healing the past, nurturing the future.

Our vision is for refugee survivors of persecution to live lives liberated from the harms of torture, trauma and human rights injustice. We exist to nurture meaningful futures by assisting refugee survivors to heal, belong and thrive in our community.

Our Values

Kindness

We care.

In all of our work, survivors of torture and trauma come first.

Optimism

We believe in meaningful futures.

We are committed to healing being a journey of growth across mind, body and spirit.

Perseverance

We don't give up.

We understand that healing requires time, patience and courage for individuals, families and communities.

Justice

We believe that to heal and belong are human rights.

We collaborate to build opportunities so that survivors of torture and trauma can belong and thrive in our community.

Role Purpose

The primary purpose of this role is to lead, nurture and coordinate a team of multi-disciplinary practitioners to deliver high quality and impactful services to survivors of torture and trauma and ensure positive and productive relationships with a range of internal and external stakeholders.

Character

You are passionate about recovery from torture and trauma for people from refugee backgrounds.

You will be compassionate and courageous in finding ways to engage and empower individuals, families and communities from refugee backgrounds.

We value flexibility, creativity, and learning.

You will be an adaptive leader able to see the bigger picture and keep up to date with fast changing social trends and intervention opportunities in the context of a busy team.

You will be committed to supporting our workers to achieve their potential. You will contribute to the resolution of work-related matters by being honest, approachable and responsive.

We believe in cultural respect. We are looking for a team leader who can successfully support staff from a range of cultural and religious backgrounds.

You are committed to human rights and believe in social justice irrespective of differences related to gender, age, culture, religion, sexuality, disability, socio-economic status or political opinion.

Responsibilities

1. Operational Management:

- Management of day-to-day operational service delivery to achieve outputs and outcomes.
- Management of referral and allocation processes including waitlist management and ensuring that practices are consistent with QPASTT policies and procedures.
- Service quality monitoring including ensuring quality and timeliness of data entry.
- Individual supervision including the provision of advice and direction in high risk and crisis situations.
- Assistance to frontline workers, where appropriate, with client or community work where additional support or expertise is needed.
- Performance management including nurturing the work performance of individual team members.
- Risk management including supporting team members with client-related incidents.
- Contractual compliance including managing budgets and contributing to reporting.
- Recruitment of new team members within budget delegations.
- Employee-related administration (eg induction, leave administration etc).
- Participation in interagency networks when needed.
- Contributing to collaborative work practices with external agencies, as well as local community leaders from various cultural community groups.



- Coordinating Townsville and Cairns office operations with relevant personnel to ensure a suitable and safe environment for staff and clients.
2. Trauma-informed Team Leadership:
 - Building a safe and collaborative team culture.
 - Team development with a focus on team culture and collaboration.
 - Applying trauma awareness to team leadership including understanding the impact of trauma on team culture and needs.
 - Supporting staff wellbeing through working in collaboration with Clinical Supervisors to reduce risks of vicarious traumatisation.
 3. Technical Leadership:
 - Leadership which supports specialist trauma recovery intervention particular to team orientation.
 - Relationship development to further outcomes (both internally and externally)
 - Knowledge specialisation (evidence, policy, stakeholders).
 - Intervention specialisation (eg place based/age specific/population specific).
 4. Adaptive Leadership:
 - Contribution to the overall leadership of QPASTT to ensure that the agency is well-positioned and influential in the interests of clients and communities.
 - Contribution to a healthy leadership culture based on trust, honesty and openness. Demonstrating trust through care, reliability, sincerity and competence.
 - Contribution to a supportive learning environment, including limiting judgement and critique when things are difficult, different or mistakes are made.
 - Nurturing resilience to change and difficulty across the agency.
 - Understanding the big picture including monitoring emerging trends.
 - Contribution to the identification of significant challenges (place, population, issue).
 - Contribution to the co-design and development of appropriate solutions and responses. This may include building a 'holding environment' within teams to ensure progress of identified challenge/need/issue.
 - Building and nurturing collaborative partnerships that are outcome and impact focused.

Requirements

1. Degree level or equivalent qualification in a relevant field, such as social work, human services or psychology.
2. Technical understanding of trauma recovery. Ability to apply QPASTT's healing, belonging, thriving and justice framework and implement the trauma recovery goals.
3. Leadership qualities including the ability to support the healthy functioning of the team as a whole as well as individual team members.
4. Relationship building qualities including the ability to work closely with community and faith leaders.



5. Management skills including the ability to assist team members with planning, delivery, monitoring and evaluation of activities and the ability to contribute to and write reports (both internal and external). This includes ensuring that data is entered in a timely and appropriate way.
6. Experience in, and ability to, work in partnership with other service providers to develop innovative strategies for intervention and support such as events, group work and community capacity building.
7. It is desirable (but not essential) that you have a lived refugee or refugee – like experience.
8. Some occasional weekend work may be required to support staff members with community events.

Selection Process

Applications close at 5 pm on Monday, 18th December 2023. Please email your application to JobApplication@qpastt.org.au.

1. Please read the information for Applicants Document prior to applying for this role.
2. Provide a copy of your resume including the details of 2 referees.
3. Please answer the following questions (no more than 1 page per question).
 - What is your vision for this role?
 - How will your experience and skills benefit QPASTT?
 - How will your character fit the role?
 - How will your capabilities add value to QPASTT's leadership team?

Should you wish to speak with someone about this role, please contact Tanya Van Bael, Senior Leader on tanyavanbael@qpastt.org.au or 07 3391 6677.

QPASTT is committed to the safety and protection of children, young people and vulnerable people in all areas of its work.

QPASTT is committed to equal opportunity in employment. We will act to ensure an environment free from discrimination on the grounds of sex, gender, sexual orientation, race, ethnicity, culture, age, marital status or pregnancy, family responsibilities, disability, and religious or political beliefs.

