

Role Description

Team Leader

Role description essentials

Cluster	Family & Community Services
Agency	Housing NSW
Division/Branch/Unit	n/a
Location	Various
Classification/Grade/Band	Clerk Grade 9/10
Role Number	TBC
ANZSCO Code	149212
PCAT Code	1119192
Date of Approval	07 August 2014
Agency Website	www.facs.nsw.gov.au

Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

Primary purpose of the role

The team leader manages the day to day work of housing client service teams, providing direction, support and feedback for all team members to facilitate delivery of quality outcomes; contributes to asset and service delivery planning and makes decisions in relation to asset utilization and maintenance. The team leader also has a pivotal role in managing key relationships within a geographical area and in relation to specific housing services as well as managing the implementation of change within the team.

Key accountabilities

- Allocates work, monitors and reports on team performance based on service priorities and program requirements to ensure service delivery commitments are met.
- Manages the team budget and the quality of work generated by the team as well as compliance with relevant policy and legislation in relation to the Housing Act and including work health and safety, equity and diversity.
- Supports development of the team, brokering or providing coaching and training as needed to maximize team performance.

- Contribute to business and performance planning at the district level and plan activities and projects to ensure the team meets broader planning and service commitments.
- Promotes and participates in community building programs and whole of government initiatives to strengthen communities and enhance opportunities for community participation.
- Establish and maintain relationships with key partners including police, area health, local members, other government and non government service providers to better meet client needs.
- Works collaboratively with other service delivery teams within the district to enhance access, effectiveness and quality of service delivery and client outcomes.

Key challenges

- Maintaining staff morale in a high pressure working environment where resources are always stretched to meet client demands.
- Managing relationships with a wide variety of community and interest groups; balancing asset and budget decisions against client need and broader FACS and program initiatives.
- Working within budget restrictions to achieve value for money and equity for clients.

Key relationships

Internal relationships

Who you'll work with	Why
Director HS, Director CS, Director ADHC	<ul style="list-style-type: none"> • To achieve integrated and seamless delivery for clients across business streams
Other service delivery team leaders/ teams	<ul style="list-style-type: none"> • To ensure focus on most cost effective and beneficial outcomes for clients
LAHC	<ul style="list-style-type: none"> • Provides technical support and expertise in asset planning and programs including contract management on behalf of HNSW
Housing Contact Centre	<ul style="list-style-type: none"> • To monitor quality and consistency of services delivered from the Contact centre which manages maintenance enquiries and processing as well as general enquiries and other products which can be accessed by phone

External relationships

Who you'll work with	Why
Local members	<ul style="list-style-type: none"> • Understanding and managing local and State political interests and relationships to ensure initiatives are supported
Community and other interest groups	<ul style="list-style-type: none"> • To break down barriers and build more harmonious and productive communities
Other professional service providers including Police and Area Health	<ul style="list-style-type: none"> • Addressing client need through a whole of government approach to deal with specific issues around anti social behaviour, challenging behaviours and multiple and complex client support needs

Role dimensions

Decision making

The Team Leader:

- Exercises a range of administrative, HR and financial delegations in relation to staffing, operating expenditure and use of departmental resources.
- Makes decisions relating to client eligibility for assistance including rental subsidies, property maintenance and asset usage.
- Reports and addresses relevant workplace health and safety issues.

Reporting line

Reports to the Director Housing Services

Direct reports

Approximately 15

Budget/Expenditure

Refer to the FACS Delegations.

Essential requirements

Current driver's licence



Capabilities for the role




The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate

Capability Group	Capability Name	Level
	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Personal attributes

Capability Name	Level	Behavioural Indicators
Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest , ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Manage Self	Intermediate	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult

Relationships

Capability Name	Level	Behavioural Indicators
Commit to Customer Service	Adept	<ul style="list-style-type: none">• Take responsibility for delivering high quality customer focused services• Understand customer perspectives and ensure responsiveness to their needs• Identify customer service needs and implement solutions• Find opportunities to cooperate with internal and external parties to improve outcomes for customers• Maintain relationships with key customers in area of expertise• Connect and collaborate with relevant stakeholders within the community
Work Collaboratively	Intermediate	<ul style="list-style-type: none">• Build a supporting and cooperative team environment• Share information and learning across teams• Acknowledge outcomes which were achieved by effective collaboration• Engage other teams/units to share information and solve issues and problems jointly• Support others in challenging situations

Results

Capability Name	Level	Behavioural Indicators
Think and Solve Problems	Intermediate	<ul style="list-style-type: none">• Research and analyse information and make recommendations based on relevant evidence• Identify issues that may hinder completion of tasks and find appropriate solutions• Be willing to seek out input from others and share own ideas to achieve best outcomes• Identify ways to improve systems or processes which are used by the team/unit

Business enablers

Capability Name	Level	Behavioural Indicators
Technology	Intermediate	<ul style="list-style-type: none">• Apply computer applications that enable performance of more complex tasks• Apply practical skills in the use of relevant technology• Make effective use of records, information and knowledge management functions and systems• Understand and comply with information and communications security and acceptable use policies• Support the implementation of systems improvement initiatives and the introduction and roll out of new technologies

People management

Capability Name	Level	Behavioural Indicators
Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks
Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> • Develop team/unit plans that take into account team capability and strengths • Plan and monitor resource allocation effectively to achieve team/unit objectives • Ensure team members work with a good understanding of business principles as they apply to the public sector context • Participate in wider organisational workforce planning to ensure the availability of capable resources