



POSITION DESCRIPTION

Position Title	Team Leader - Justice Support Programs
Reporting to	Manager Early Intervention (Mentoring and Programs)
Liaises with internally	All employees
Liaises with externally	Government and non-government agencies, community, clients, employment agencies, private schools, Juvenile Detention Centres.
Purpose of the position	This position is to support and coordinate the team in the delivery of the Justice Support Programs across the Eurobodalla, Shoalhaven, Bega Valley, and Southern Tablelands regions of NSW. They monitor the day to day delivery, collection and monitoring of compliance and data and ensure stakeholder engagement and coordination of referrals.
Selection Criteria	Essential Criteria • Relevant tertiary qualifications in Community Services or related field. • Experience working with juvenile offenders that experience disability, mental health issues and likewise. • Demonstrated ability to execute program delivery, including program planning, organisation, implementation, facilitation and evaluation. • Demonstrated computer skills, including the use of all general Microsoft Office applications and data management systems. • Demonstrated clear understanding of the needs of families and young people involved in the criminal justice system. • Demonstrated experience in high level report writing. • Strong communication skills demonstrated in diverse working environment. • Demonstrated experience in managing a diverse team. • Effective time management skills and the ability to work to strict deadlines. • Effective conflict resolution skills, negotiation, and decision-making skills. • Current Working with Children Check, Working with Vulnerable People Registration and National Police Check. • Current Drivers Licence and willingness to travel overnight in regional and interstate areas if required. Desirable Criteria • Aboriginality*

Position Title	Team Leader - Justice Support Programs
	• Project Management. • Experience in case work/case management. • Experience in youth or adult justice system.
Behaviours Required	1 Innovative and strategic thinking 2 Client focused 3 Solutions driven 4 Honesty and Integrity 5 Self-motivated
Organisational Values	1 Deliver excellence through quality service provision, collaboration and measuring outcomes. 2 Be passionate, caring and respectful in everything that we do. 3 Be a socially responsible, culturally supportive presence in each of our communities. 4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better. 5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes. 6 Contribute to shared learning through research and partnerships.
Key Performance Indicators	Day to Day / General • Prepare and submit quarterly and annual reports in line with reporting timeframes. • Monitor, review and coordinate the allocation of referrals, and initiate client contact within required timeframes. • Coordinate the day-to-day Justice Programs and service delivery, ensuring efficient allocation of resources and ongoing performance management to ensure effective service delivery. • Support and monitor the undertaking and reviews of client case plans, assuring quality intervention, goal setting and reporting as per program requirements. • Work collaboratively with current program partners including Juvenile Justice and a range of government and non-government agencies to improve service delivery and support best practice standards in relation to reducing offending rates • Attend and review quarterly reports with the Youth Justice Area Manager. • Collate and provide the monthly report to your Manager by the 3rd of each month. • Ensure cultural questionnaires and plans are completed and uploaded for all clients, within six weeks of referral.

Position Title	Team Leader - Justice Support Programs
	• Ensure high quality data and reporting compliance with accurate record keeping and data integrity of client management systems. • Ensure your team are preparing and submitting an Engagement Report to Youth Justice every Monday. • Attend and where relevant, coordinate team meetings. Be punctual, prepared, and ready to participate. • Conduct monthly documented support and supervision with each direct report, ensuring this is saved on relevant personnel file and uploaded to HR3. • Actively participate in monthly documented support and supervision sessions. • Lead and participate in relevant annual performance reviews. • Other duties as reasonable directed by the CEO or delegate. Communication and Collaboration • Maintain client confidentiality. • Communicate in a professional and respectful manner. • Report matters in line with SCMSAC's Notifiable Events Policy. • Participate in decision-making and joint problem solving. • Build positive partnerships, both internally and externally. Information Technology • Utilise IT Systems and equipment in line with SCMSAC policy and procedure. • Collect and analyse data, specific to your role. Continuous Quality Improvement • Actively participate in organisational continuous quality improvement initiatives. • Actively participate in the implementation of outcomes from program quality audits. • Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role. Child Safety • Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure. • Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure. Workplace Health and Safety

Position Title	Team Leader - Justice Support Programs
	• Adhere to WHS obligations as outlined in our WHS Policies/Procedures. • Comply with relevant PPE requirements for your role. • Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*

Employee Acceptance

I, _____, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

_____ Name/Role	_____ Signature	_____ Click to enter date Date
_____ Name/Role	_____ Signature	_____ Click to enter date Date