Role profile

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | Senior Team Leader | | |
| **Job Ad Ref** | QLD/575759/24 | **Location** | Toowoomba |
| **Annual Salary** | $127,842 to $136,895 | **Classification** | PO5 |
| **Business unit & Service area** | Western Downs Intake & Assessment | **Reports to** | Manager |
| **Status & employment type** | Permanent | **Job duration** | Permanent |
| **Closing date** | Wednesday, 17th July 2024 | **Contact details** | Alison Brighouse, A/Manager, Western Downs Intake & Assessment  Phone: 07 4614 9100 or Email: alison.brighouse@cyjma.qld.gov.au |
| **Mandatory and/or desirable**  **requirements** | It is mandatory for Senior Team Leaders to hold a blue card administered by the Queensland Public Safety Business Agency.  Possession of a ‘C’ class driver’s license.  You must have **one** of these qualifications:   * A bachelor degree in: * social work (or social work majors with a practicum component) * human services or social welfare * psychology or behavioural science * Master of Social Work (Qualifying). | | |

**Are you interested in an opportunity to…**

* Work for an employer that helps vulnerable people within our community?
* Be part of an inclusive and diverse workforce that places a high value on cultural capability?
* Be rewarded for your efforts with great working conditions that offer salary packaging, flexible working arrangements, learning opportunities and professional development all within a safe and healthy work environment?
* Work for an employer that works in collaboration to serve the community, strengthen community response and assists children, seniors and those with a disability?

**Do you have a commitment to…**

* Working with Aboriginal and Torres Strait Islander peoples?
* Understanding Aboriginal and Torres Strait Islander peoples and cultures?
* Recognising issues affecting Aboriginal and Torres Strait Islander peoples today?
* A united, harmonious and inclusive Queensland as articulated in the *Multicultural Recognition Act 2016* and Multicultural Queensland Charter?
* Creating inclusive and celebrating diverse work environments, where everyone feels safe, respected, included and encouraged to bring their whole selves to work?
* Communicating respectfully?

**Department of Child Safety, Seniors and Disability Services**

In the Department of Child Safety, Seniors and Disability Services (the Department) you will have the opportunity to work together with people, partners and places to support children, seniors and those with a disability, to be safe and to thrive in culture and communities.

Our programs and community partnerships preserve cultural connections for Aboriginal and Torres Strait Islander peoples to achieve positive life outcomes.

By working with us, you will have the opportunity to work with staff from across the department and other government agencies to resolve complex issues and change life trajectories.

As public servants, we are committed to the highest ethical, professional and service standards in the delivery of outcomes for the people of Queensland.

The department of Child Safety, Seniors and Disability Services is an equal opportunity employer supporting diversity in the workplace. We welcome applications from Aboriginal and Torres Strait Islander people, LGBTIQI+ people, people with a disability, people from culturally diverse backgrounds, and people with lived experience.

Our department believes that we are leaders at all levels. We enact this through our Leadership Charter:



More information about us can be found here:

**Website:** <https://www.cyjma.qld.gov.au/>

**LinkedIn:** [Department of Child Safety, Seniors and Disability Services](https://www.linkedin.com/company/dcyjma/mycompany/)

**Facebook:** [Child and Family Queensland](https://www.facebook.com/childfamilyqld)

**Twitter:** Child and Family Queensland: [@childfamilyqld](https://twitter.com/childfamilyqld)

**Your contribution**

*Senior Team Leaders provide leadership to and management of a team of professional and operational staff to ensure the delivery of high-quality child protection services that includes assessment, intervention, casework and case management in accordance with legislation and practice guidelines to children, young people, families and communities serviced by the Child Safety Service Centre (CSSC). This is achieved by a collaborative integrated multi-disciplinary team (that may include representation from other agencies). Senior Team Leaders will lead and manage a team of Child Protection Practitioners.*

**Key duties and responsibilities**

The Senior Team Leader key responsibilities are:

* Provide leadership, management and supervision of child protection service delivery consistent with departmental policies and procedures, statutory responsibilities, and contemporary best practice standards.
* Allocate, prioritise and perform work tasks in accordance with departmental procedures and statutory, financial and administrative delegations.
* In conjunction with the CSSC Manager, develop appropriate service responses to meet the identified needs of clients including children, young people, families, carers, the community and the public and non-government sectors.
* Collaborate with relevant training and development specialists on the development, implementation and evaluation of appropriate programs that support service delivery.
* Develop enduring service delivery partnerships to enhance cross-sectoral participation, training and development and the delivery and co-ordination of local child protection services.
* Foster a culture and philosophy of frontline service delivery, cooperation, team work, high quality people management, commitment to excellence and a professional ethic which ensures the service team continues to meet the department’s priorities.
* Actively participate as a member of the CSSC Management Team and participate in quality assurance reviews of the CSSC.
* Provide expert advice and decisions on complex casework matters to assist in the coordination of appropriate client services, decision making by courts, and the formulation and implementation of recommendations by SCAN teams.
* Enhance the local regional community by actively practicing and promoting excellence in service delivery and public administration and identifying opportunities for improving regional client service.

**Delegations**

Team Leaders exercise specific delegations under relevant legislation (Child Protection Act 1999, Adoption of Children Act 1964, Children’s Court Act 1992, Family Services Act 1987).

**Is this role for you? Consider the Leadership competencies for the role.**

The Queensland Public Service Leadership competencies for Queensland (LCQ) applies to all role profiles within the department. This role profile is aligned to the **team leader** profile of the LCQ and outlines the relevant competencies from the **team leader** profile that are the basis of assessment of your suitability for the role.

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

|  |  |  |
| --- | --- | --- |
| **Vision** | **Results** | **Accountability** |
| **Leads change in complex** environments Embraceschangeand leads with focus and optimismin an environment of complexity and ambiguity  **Makes insightful decisions** Makes considered, ethical and courageous decisions based on insight into the broader context | **Builds and sustains relationships**  Builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes  **Inspires others**  Inspires others by driving clarity, engagement and a sense of purpose. | **Fosters healthy and inclusive workplaces**  Fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.  **Demonstrates sound governance**  Maintains a high standard of practice through governance and risk management. |

Role specific/technical skills

* You recognise and articulate the interests of Aboriginal and Torres Strait Islander people, and have the capacity to consult and negotiate according to Aboriginal and Torres Strait Islander protocols. You know about and understand the issues that impact on both cultures in contemporary society.

**Conditions and benefits of the role**

The department provides access to an employee assistance program and a range of learning and development opportunities. Your employment experience with the department will include work-life balance with competitive salary and benefits (including up to 12.75 per cent superannuation contributions by your employer), generous leave entitlements, career progression opportunities and the chance to make a difference to the people and communities of Queensland.

The department is committed to building an inclusive culture that respects and promotes [human rights](https://www.forgov.qld.gov.au/humanrights)and [diversity](https://www.forgov.qld.gov.au/inclusion-and-diversity-commitment). We respectfully journey together to aspire to be the most culturally capable agency in the nation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, and people with disability or family responsibilities to apply.

**How to apply**

To enable us to assess your merit, your application should include:

* a **statement** not more than two pages that summarises your skills, experience and achievements against the leadership competencies/capabilities and duties/responsibilities
* a **current resume** containing details of 2 referees. One referee should have a thorough knowledge of your work over the past two years as your manager or supervisor. One person whom identifies as Aboriginal or Torres Strait islander and can speak to your cultural capabilities.
* Apply via [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au), please contact 13 QGOV (13 74 68). Inquiries relating to the status of your application once the vacancy has closed should be directed to the contact officer on the role profile.

If you do not have internet access and are unable to submit your application online, contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via Smart jobs, please contact the hiring manager. If the Selection Panel has granted approval to consider a late application, contact the QSS Customer Support Team on the number above to arrange this.

Hand delivered applications will not be accepted.

See tips on [how to write a resume and cover letter](https://www.qld.gov.au/jobs/finding/pages/resume.html)

**Other important information**

* The department is proud to be an accredited White Ribbon Workplace. Domestic and family violence has no place in our homes, communities or workplaces and we are committed to preventing violence and supporting employees affected by domestic and family violence.
* The department is committed to being an inclusive workplace, providing reasonable adjustment and support for people with a disability.
* The department values and is committed to being a safe and inclusive workplace for all LGBTQI+ peoples.
* A probationary period may apply to successful applicants to permanent roles who are external to the public service (unless advised otherwise), after which time confirmation of appointment will be dependent upon satisfactory performance review.
* Successful applicants will be subject to a criminal history check or blue card screening.
* Successful applicants who are either a current or previous public sector employee will be required to disclose previous serious disciplinary action taken against them.
* Newly appointed public service employees are obliged, within one month of starting duty, to make a disclosure of any employment as a lobbyist in the previous two years.
* Applications remain current for 12 months and may be considered for identical or similar vacancies (these may be at a different location).
* A person is eligible to be a public service officer only if the person is an Australian citizen or resides in Australia and has permission, under a Commonwealth law, to work in Australia. If a person’s permission to work in Australia ends, the person’s employment is taken to have been terminated on the same day.
* Applicants who have been paid a voluntary medical retirement, voluntary early retirement, redundancy or retrenchment payment from a Queensland Government entity are required to indicate this in their application.
* Where ‘eligibility for registration’ is shown as a mandatory condition of the role, successful applicants are required to obtain the relevant registration prior to commencing work and maintain registration for the duration of employment in the role.