

## POSITION DESCRIPTION

<b>Position Title</b>	Team Leader Workforce		
<b>Team</b>	Diverse Care		
<b>Classification</b>	SCHADS Level 5	<b>Employment Status</b>	Full Time
<b>Position reports to</b>	Manager Service Planning and Coordination		
<b>Location</b>	South East Melbourne, primarily based in Dandenong		
<b>Last updated on</b>	May 2025		

## COMPANY PROFILE

Southern Migrant and Refugee Centre (SMRC) is a community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs.

SMRC supports the settlement of newly arrived refugees and provides community-based services for migrants and refugees through in-language social and economic participation and health and wellbeing programs.

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations.

The workforce teams are divided into Health and Wellbeing, Settlement Services, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

### The CORE VALUES/Unique characteristics are:

- **Integrity** | We are open, honest, and transparent, and consistently strive to do the right thing.
- **Compassion** | We are inclusive and employ empathy, kindness, and a commitment to treating others as equals in all we do.
- **Accountability** | We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance, and behaviour.
- **Respect** | We embrace diversity, and we respect and value the rights, strength, opinions, and experiences of the individuals and communities with whom we work.
- **Excellence** | We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.

## Position Objective

The Team Leader Workforce is responsible for the operation of scheduling services. This role will combine the duties of a Scheduling Officer with additional leadership responsibilities. The role includes supporting management, providing direction to the scheduling team, coordinating workforce resources, ensuring compliance with industrial regulations, and driving continuous improvement initiatives to deliver high-quality services for Aged Care and NDIS clients, particularly those from CALD (Culturally and Linguistically Diverse) backgrounds.

## Key Responsibilities

### SCHADS Award Characteristics of this level –

- May be required to exercise initiative and judgement where practise and direction are not clearly defined.
- Involvement in establishing organisation programs and procedures and work may span more than one discipline.
- Required to assist in the preparation of the organisation's budget.
- Set priorities and monitor work flows in the area of responsibility, which may include establishing work programs.
- Required to set priorities, plan, organise of own work and that of lower classified staff, and Volunteers.
- Where projects and/or function are required, establish outcomes to achieve the organisation's goals.

### Core Responsibilities of the role

- Coordinate the allocation of resources, including workforce, to ensure efficient and effective service provision and to minimise scheduling conflicts.
- Contribute to budget planning.
- Review and support the development of processes and work procedures.
- Monitor team performance, provide coaching, feedback, support and regular team meetings.
- Address workforce queries and coordinate on-call rosters.
- Support and train staff on scheduling platforms and onboard new workforce officers.
- Ensure rostering data is accurate, ready for payroll processing and reports can be generated.

### Team Responsibilities

- **Aged Care Accreditation:** Support the program's accreditation process and ensure all services align with the Aged Care Quality Standards.
- **Accountability for KPIs:** Ensure the appropriate supervision and performance development of staff, including setting and monitoring KPI's, and/or managing a waiting list/active hold where required for programs. Service performance meets or exceeds KPIs, aiming for no less than 98% as specified in the service contracts.
- **Project proposals:** Contribute to the development of funding proposals, tenders, service models, research and innovation
- **Collaboration & Co-Design:** Work with SMRC teams, communities, and agencies to build a positive and collaborative team environment to avoid program duplication and co-design initiatives that promote and enhance economic and social participation and well-being for eligible clients.
- **Relationship Building:** Foster positive relationships through role modeling, practical support, and participation in program activities and events.
- **Communication:** Effectively communicates and maintains professional relationships with clients, staff and key stakeholders

- **Team Support:** Contribute to a positive and collaborative team environment and encourage a positive work environment that encourages quality assurance and high-performance standards. Assist other team members during high-demand periods or staff absences.
- **Strategic Plan Execution:** Ensure operational objectives align with and are executed according to the Manager's direction, contributing to the strategic plan's success.
- **Continuous Improvement:** Lead, develop and motivate team members in a dynamic and complex environment, ensuring efficient and responsive service delivery, whilst contributing to continuous improvement.
- **Client confidentiality and dignity:** Ensure a culture of inclusion and respect for clients, supporting clients to exercise choice and independence and respect clients' privacy. Understand systems and policies for protection of client.

## Key Selection Criteria

### Qualifications

- Certificate IV in Leadership and Management, Business Administration, or any other relevant discipline, or equivalent experience (desirable).
- Extensive experience in scheduling or rostering within the aged care, disability or similar sectors.
- Demonstrated experience leading and managing a team.
- In-depth knowledge of the SCHADS Award and relevant industrial relations obligations.

### Key Knowledge Areas – Role specific

- Experience, knowledge and understanding of Aged Care sector and the reform changes.
- Understanding of Aged Care Code of Conduct
- Familiarity with Statement of Rights and consent process.
- Experience of working with culturally and linguistically diverse (CALD) and refugee clients and staff.
- Demonstrated experience in roster management and program management.
- Demonstrated experience in conflict resolution.
- Demonstrated experience in budget management and preparation.
- Awareness of issues affecting older CALD clients.
- Experience in leadership, mentoring and performance management.
- Experience in program development.

### Key Knowledge Areas – General

- Time Management - Prioritises work, demonstrating an understanding of organisational, team and individual priorities and capacities and ensures that key requirements are met.
- Demonstrates active listening and asks appropriate questions when dealing with clients and colleagues.
- Demonstrate SMRC's Values in all work and communications.

- Written Communication – Prepare accurate reports and documents when required, provide clear, accurate and timely electronic (email) messages and responses.
- Openly shares information, participates and contributes to team discussions.
- Support and maintains a positive approach to change and adapts to new or different ways of working.
- Demonstrable knowledge and experience in delivering exceptional client service.
- Exceptional information technology skills including competency in Microsoft 365 applications, including Outlook, Teams, CRM and CMS systems.
- Data literacy and skills, ability to maintain accurate records.

#### Staff reporting to this position

Workforce Officers x 3 FTE

#### Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

SMRC staff may be invited to represent SMRC in external communications, including but not limited to videos, photos, and interviews. Participation is entirely voluntary. Manages own risk and ensures that risks are identified and reported in own work context.

All SMRC People must

- Contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to policies and procedures which aim further culturally safe, inclusive and respectful work practises.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- Participate in professional development by actively participating in staff development workshops and training programs.
- Manage own risk and ensure that risks are identified and reported.

#### Important Information

SMRC offers:

**Salary Sacrifice:** Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

**Christmas break:** SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

All appointments to the SMRC are subject to the following:

- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at [www.smrc.org.au](http://www.smrc.org.au) or for further information contact the People and Culture Team on 03 9767 1900 or at [hr@smrc.org.au](mailto:hr@smrc.org.au).

#### Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date