



# Team Leader – Community Services Centre

## Job Information Pack

This information package includes:

- Employment conditions
- Position description
- Selection criteria
- Application process

### Employment Conditions

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Employment basis: Permanent part-time position

Location: 29 Hughes St, Kings Cross

Hours: 4 days per week (30.4 hours) including weekend work paid at penalty rates

Remuneration: Social, Community, Home Care and Disability Award, Level 5

Benefits: Salary packaging benefits available

Commencement: ASAP

### About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Sydney since 1964. Each year, thousands of people visit Wayside's two community centres in Kings Cross and Bondi for assistance in gaining equitable access to essential health, welfare, social and recreational services.

Our mission is creating community with no 'us and them'. We do this by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome.

**Vision:** Love over hate

**Mission:** Creating community with no 'us and them'

**Values:**

*Openness (No secrets):* We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

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Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

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ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

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*Teamwork (No cowboys):* Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

*Patience (No rush):* We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

*Courage (No complacency):* It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

*Respect (No Judges):* People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

#### **Behaviours:**

*Stand Back:* Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

*Speak Well:* Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

*Embrace Errors:* Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

*Be Kind:* We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

## **Position Description**

<b>Reports to</b>	Operations Manager
<b>Direct Reports</b>	Care Coordinators, CSC Workers
<b>Location</b>	Kings Cross

### **About the Team**

The Community Services Teams' aim is to create community, as well as address outstanding presenting issues as required by our visitors. The community group with whom we work is diverse in

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background. We are inclusive of people experiencing severe and persisting mental health issues; loneliness; homelessness; substance addiction; domestic violence; and legal issues.

## **About the Role**

### **Purpose of Position**

Reporting to the Operations Manager, the Team Leader will oversee and coordinate the day-to-day operations of the Community Services Centre (CSC). This includes the on-shift management of staff and volunteers, the allocation of duties in the areas of practical assistance and care coordination and the management of risk and incident resolution.

### **Key Accountabilities & Responsibilities**

#### **People Management**

- Daily allocation of work roles and tasks to the team and supervising team members and students as required.
- Make decisions about day-to-day operations regarding staffing, major incidents, events on the day and updating Operations Manager on important issues.
- Provide opportunities for team members to debrief about visitors, volunteers and incidents and facilitate referral to professional support as required.
- Be the spokesperson for the team and respond to emails and inquiries from other teams, service agencies and members of the Wayside community.
- Facilitate regular case reviews with the team, ensure that staff monitor and respond to visitor referrals from other Programs and collaborate with relevant service providers as appropriate.
- Develop team members through skills based training and effective work planning.
- Manage staff rosters, approve timesheets and manage expenses for CSC operations.

#### **Leadership and Culture**

- Lead and foster a culture in line with Wayside's values and professional industry standards including visitor focused and outcomes-centred care.
- Actively support Wayside's culture by working effectively across the organisation with the various departments within Wayside.

#### **Service Design and Implementation**

- Contribute to the development of CSC through strategic and operational planning, and delivery of those plans. This includes assisting with the design and implementation of new service systems and processes and models of visitor care.

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- Promote collaboration, establish effective partnerships and working arrangements with other programs within Wayside for the advancement of visitor care objectives. This includes ensuring effective referral pathways among the services and programs.
- Actively contribute to the objectives of the Visitor Services Plan through participation in Senior team meetings and Programs working groups.
- Participate in, or delegate participation in, interagency meetings and ensure Wayside offers a consistent and professional presence. Explore opportunities to expand relationships and collaborative work with local service providers.

### **Administration and reporting**

- Provide statistics and reports on CSC operations for Board reporting, grant acquittals and other purposes as required.
- Ensure that staff are recording accurate and timely data and information on CSC operations. Make effective use of available systems including CIMS.

### **Other**

- Any other duties as directed by the Operations Manager or Head of Programs.
- Undertake training as required.
- Comply with legislation and all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace.

### **Key Stakeholders**

#### **Internal**

- Head of Visitor Services
- Operations Manager
- Outreach Team Leader
- Senior Social Worker

#### **External**

- Service Providers

### **Selection Criteria**

#### **Essential**

- Relevant training and/or experience in the delivery of Community Services programs.

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- Extensive experience working with at-risk populations and understanding of related issues, both practical and systematic (including but not limited to Juvenile Justice, Aboriginal and Torres Strait Islander, CALD, trauma, homelessness, mental health).
- Experience delivering services to at risk client group, and well-developed understanding of the various and complex issues facing frontline staff at Wayside;
- Experience in service design, planning and implementation.
- High level interpersonal communication skills and the ability to resolve conflict within team and between visitors.
- Ability to effectively communicate and collaborate with government and other service providers for the benefit of visitors' health and wellbeing.

### Desirable

- Undergraduate qualifications in a related discipline
- Experience in managing multi-disciplinary teams

### Additional Information

- All offers of employment are subject to a satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.
- This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Team Leader – Community Service Centre can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.
- The Team Leader should be aware that their position within Wayside Chapel is dynamic. Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills

## Application Process

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Applicants should apply via the application link in the job ad. They should include a copy of their resume and a cover letter that outlines how your skills and experience meet the selection criteria.

Applications close **12 November 2021** and applications will be reviewed after this date.

Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.

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