

**POSITION DESCRIPTION – Team Leader****Part 1 – Expectations for Your Role**

<b>Position</b>	Team Leader - Housing Support and Family Connections Services.
<b>Service / Program</b>	Child, Youth & Family Wellbeing
<b>Industrial Instrument</b>	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
<b>Instrument Classification</b>	Level 6
<b>Reports to</b>	Program Stream Manager- Housing Support and Family Connections Services.
<b>Effective Date</b>	June 2025

**Key Deliverables**

- Lead, mentor, support and motivate a team of practitioners with the necessary clinical and operational supervision, training and guidance to ensure quality service provision to Clients. Ensuring services are customer focussed and of high quality that comply with quality and compliance standards.
- Develop, implement, and coordinate systems that support high quality, inclusive and flexibly service delivery including intake, assessment, client engagement, case plan, intervention, review and referral or case closure.
- Successful and efficient daily operation of the Housing Support and Family Connections Services Teams and programs. Achieved through the provision of support, performance development, coordination of caseload, team meetings and supervision to staff.
- Ensure that risk and safety concerns are managed effectively and are the subject of a continuous cycle of assessment and review.
- Overseeing the maintenance of Each system and processes related to data management, risk reporting, quality improvement, client record systems and staff files, in accordance with the deliverable services of this program.
- Performance monitoring and evaluation, and in consultation with Stream Manager, the identification and implementation of solutions to ensure high quality service delivery and outcomes.
- Implement and maintain evidence-based practices in case management, child safety and family interventions.
- Ensure services operate in accordance with relevant legislation, funding and reporting requirements, for example Child safe standards and homelessness sector guidelines.
- Provide oversight and leadership across the full duration of program delivery, which runs across 7 days.
- Participate in and support an on-call roster to ensure effective leadership presence and timely response to emerging issues during program delivery.

**Skills**

- **Leadership skills-** able to lead, mentor, support and motivate teams.
- **Stakeholder management-** develop and maintain collaborative relationships with a range of stakeholders both internal and external.
- **Interpersonal Skills:** Strong skills in understanding staff and client needs.
- **Engagement:** Effective in engaging clients and stakeholders to achieve program goals.
- **Problem-Solving:** Seeks diverse information and adapts approaches to problem-solving.
- **Compassion:** Promotes hope, optimism, and compassion.



- **Client-Focused Approach:** Non-judgmental, client-focused approach.
- **Teamwork:** Collaborative and flexible team player.
- **Awareness:** Understands family services and child safety issues, open to related training.
- **Technical Skills:** Competent in Microsoft Office Suite.
- **Organisational Skills:** Strong administrative and organizational abilities.

### Experience and Knowledge

- **Leadership and management experience:** Minimum 3 years' experience, leading and managing teams. Experience working in a fast-paced environment, managing processes simultaneously.
- **Practice experience-** Sound understanding of trauma informed and family focused practice.
- Understanding and experience of working with individuals or families who have been impacted by family violence and/ or homelessness.
- **Competing Priorities:** Experience managing competing priorities and working under pressure. Working across a number of programs with different funders, navigating the structures and processes efficiently to provide quality programs in line with KPI's.
- **Sector Knowledge:** Appreciation and understanding of the community services sector, with awareness of industry-specific needs and compliance requirements.

### Qualification/Registrations/Licences (*Mandatory only*)

- Tertiary qualifications in Psychology, Social work or related discipline.

### Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally to other Each office, stakeholders and various locations to carry out outreach.



**POSITION DESCRIPTION - Leader (Direct Reports)**

**Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

**Leader Expectations**

This leadership role is key to the team, working with the Directorate, Executive Team, and stakeholders to achieve Each’s vision and strategic objectives. The position focuses on collaboration across Directorates to address future business needs and ensure their area supports broader operations. Leaders are responsible for meeting KPIs, financial sustainability, and effective operations aligned with Each’s values. Leaders are expected to demonstrate strong leadership, model Each’s values, and foster an inclusive, safe, and engaging culture.

**Leader Responsibilities**

An Each Leader is responsible for:

- Delivering the strategic Plan and supporting financial sustainability.
- Building high-performing, adaptable teams that model Each’s values.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive workplace and effective operations.
- Managing risks and fostering innovation, collaboration, and strategic thinking.
- Aligning systems and processes with Each’s goals and ensuring compliance with policies and regulations.
- Demonstrating leadership standards and acting as an ambassador of Each.

**Quality**

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

**Safety & Wellbeing**

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

**Child Safe Commitment**

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

**Inclusion and Diversity Commitment**

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff



are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all. These considerations extend to all of our customers inclusive of priority populations.

## Key Selection Criteria

### Skills & Behaviours

- Strong leadership aligned with Each's values and behavioural standards.
- Proven ability to attract, develop, and retain a diverse, high-performing workforce.
- Commitment to fostering a safe, inclusive culture prioritizing wellbeing.
- Success in building teams, driving collaboration, and achieving strategic goals.
- Confident in engaging and briefing stakeholders.

### Desirable Experience, Knowledge, and Qualifications

- Leadership experience in a relevant field.
- Tertiary qualifications in a relevant discipline.
- Collaborative experience within a leadership team.
- Understanding of the Not-For-Profit sector and Health services.

### Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

### Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.