

**POSITION DESCRIPTION – Team Leader Family & Carer Services****Part 1 – Expectations for Your Role**

Position	Team Leader Family & Carer Services
Service / Program	Child Youth & Family Wellbeing Stream
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 6
Reports to	Program Stream Manager – Family Support Services
Effective Date	Oct 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 Family Dispute Resolution Practitioners, Intake Workers and Child Inclusive Practitioners for Family Relationship Centre and Family Relationship Support for Carers programs.
- 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 flexible service delivery including intake, assessment, client engagement, case plan, intervention, review and referral or case closure.
- Successful and efficient daily operation of the Family Relationship Response Services Team as a program delivered by EACH, and achieved through the provision of support, performance development, coordination of caseload, team meetings and supervision to staff.
- Ensure that risk and safety concerns are the subject of a continuous cycle of assessment and review.
- Overseeing the maintenance of EACH systems 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.
- Effectively manage client complaints.
- Collaboration and partnership with internal and external stakeholders and network to enhance outcomes for the program, staff, clients and community.
- Coordinate the delivery of group programs, workshops in the programs
- Ensure that appropriate policies, systems, models and protocols are developed and enacted to support service delivery.
- Staff are supported and provided with regular meetings, supervision, professional development session and trainings
- Responsibility for the compliance and reporting requirements of the program- FRC and FRSC

Skills

- Team Management & Supervision- Ability to lead and support a multidisciplinary team
- Decision-Making & Problem Solving- Making sound judgments in high-conflict situations.
- Strategic Planning- Ability to plan and implement service delivery aligned with organizational goals and funding requirements.



- Effective Communication – written and verbal communication
- Collaboration & Stakeholder Engagement- Ability to build relationships with community services, legal professionals, family agencies, etc.
- Reporting and documentation- compliance with organizational policies, funding bodies, and government regulations
- Ability to build a team, where practitioners work across after hours, shifts and sites.

Experience and Knowledge

- **Strong leadership capability** that aligns to EACH's value and behaviours including a demonstrated track record in modelling and reinforcing organisational values and behaviours.
- Experience in developing a range of written reports to funders or other stakeholders.
- Experience working in a fast-paced environment, managing multiple processes simultaneously.
- Experience managing competing priorities and working under pressure.
- **Sector Knowledge:** Strong understanding of Family Relationship services, and compliance requirements.
- **Leading a team** that supports families affected by trauma, separation, abuse, or loss.

Qualification/Registrations/Licences (*Mandatory only*)

- Tertiary qualification in Psychology, Social Work or a related discipline.
- Registered Family Dispute Resolution Practitioner
- Familiarity with family law, mandatory reporting, privacy laws, and ethical standards.

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 Each locations.
- **After Hours and Outreach-** ability to work after hours and outreach based on program needs

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



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.