



POSITION DESCRIPTION

Family and Community Support Program Team Leader

Employment Status	Full Time Fixed Term 35 hours
Industry Award	SCHCADS Award Level 6
Reporting to	Family and Financial inclusion Services Manager
Directly reports	Psychologist, Caseworkers, Community Development workers, Volunteers, Student placements
Area of Work	Aligned with DCJ funding footprint – Sydney District, Inner West (formerly Ashfield, Burwood, Canada Bay, Canterbury, Leichhardt, Marrickville and Strathfield LGAs)
Office location	Based at Homebush and Campsie, and as required be present at other offices and outreach sites
Probationary period	6 Months
Conditions	Employment for this position is subject to a Working with Children and Police check.

Position Summary

The Team Leader exercises a high level of accountability for day-to-day program operations, ensures compliance with DCJ contract requirements, oversees KPI performance and contributes to program-level quality improvement. The role provides practice leadership within the boundaries of organisational delegation and escalates strategic, financial or high-risk matters to the Senior Manager. The Team Leader is responsible for providing day-to-day leadership, guidance and coordination across the integrated Family and Community Support team, including Caseworkers, Community Development Workers and the program Psychologist. The Team Leader contributes to program design refinement, continuous improvement and evaluation activities by translating practice insights and data into service enhancements aligned with CAFS outcomes. The role ensures consistent, high-quality practice that aligns with organisational policies, DCJ program guidelines and early intervention child-wellbeing frameworks.

Specifically, the Team Leader is responsible for:

- **Case intake, allocation and oversight** to support timely responses to referrals and ensure workloads are appropriate and manageable across the team.
- **Providing individual and group supervision** that promotes reflective practice, compliance with case management standards, and continuous development of staff skills.
- **Facilitating team meeting that include, case conferences and community development work plans** to support risk management, safety planning, and integrated service responses for families and community needs.

- **Oversee and support community development activities**, including group programs, workshops and community engagement initiatives aligned with local needs and DCJ outcomes.
- **Ensuring consistent application of organisational procedures**, including case note standards, evidence base model, risk assessment tools, consent processes and child-safe requirements.
- **Monitoring progress toward contracted KPIs**, identifying emerging pressure points, and working with the Manager to adjust operational approaches where required.
- **Supporting collaborative practice**, maintaining positive relationships with internal and external stakeholders, and representing the program at interagency meetings when required.
- **Contributing to reporting obligations**, including data quality checks, evidence collection and preparation of case examples, in line with funding and organisational requirements.
- **Ensuring staff wellbeing and team cohesion**, promoting a positive culture that encourages communication, accountability and professional growth.
- **Escalating complex risk matters** to the Family & Financial Inclusion Services Manager in line with organisational policy and delegated authority guidelines.

The Team Leader will ensure the program meets funding and service agreements and that staff are appropriately trained and resourced to deliver services in compliance with organisational policies, program guidelines and relevant legislation. The role supports the implementation of practice changes and contributes to broader service planning as directed by the Manager.

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
<p>Vision, Mission and Values</p>	<ul style="list-style-type: none"> • Demonstrate a strong commitment to the purpose, vision and values of Metro Assist and CABL Ltd through professional conduct, leadership and decision making. • Promote a culturally safe, inclusive and person-centred approach across all service streams (community development, casework, groups and outreach). • Model behaviours that reflect trauma-informed practice, integrity, respect and accountability. • Foster a positive and collaborative team culture that aligns with organisational values and promotes wellbeing and safety. 	<ul style="list-style-type: none"> • Team Leader and Staff demonstrate alignment with organisational values in practice, as observed through supervision, team interactions and client feedback. • Team Leader and Team culture reflects professionalism, collaboration and respect, with minimal conflict or escalation. • Practice reflections, supervision notes and quarterly reviews evidence consistent application of trauma-informed and culturally responsive approaches. • Participation in organisational initiatives, events, and activities that promote the values of Metro Assist and CABL Ltd. • Demonstrates active leadership in promoting staff wellbeing and psychological safety, addressing early signs of stress or conflict, and ensuring issues are escalated promptly to the Senior Manager and HR. 	<p>Not applicable</p>
<p>Practices / Safety / Standards</p>	<ul style="list-style-type: none"> • Ensure all team members comply with child-safe, trauma-informed and culturally responsive practice standards. • Promote safe work practices and adherence to Work Health and Safety requirements across all service environments. • Ensure staff appropriately identify, assess and respond to risk, including mandatory reporting, 	<ul style="list-style-type: none"> • Compliance with Child-Safe Standards, WHS requirements, and organisational risk policies is demonstrated in audits and reviews. • High-risk cases are escalated promptly and managed in line with organisational procedure. 	

	<p>safety planning and escalation of high-risk matters.</p> <ul style="list-style-type: none"> • Support staff to apply evidence-based practice frameworks and organisational procedures consistently. • Ensures staff receive ongoing support, supervision and debriefing following complex or high-risk client interactions, and documents actions taken in accordance with organisational WHS and psychological safety frameworks. 	<ul style="list-style-type: none"> • Conducts file reviews and demonstrate consistent use of risk assessment tools, safety plans and case notes across the program. • No significant breaches of safety standards or mandatory reporting processes and reports breaches immediately to management. 	
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> • Support ongoing quality improvement across the service by identifying gaps, trends and opportunities. • Implement practice improvements as directed by the Senior Manager – Family, Community & Financial Inclusion. • Contribute to the review and development of program procedures, tools and operational processes. • Encourage reflective practice and innovation within the team. • Leads the implementation of practice reviews, including case audits, reflective practice sessions and improvement plans, ensuring alignment with CAFS evidence-based frameworks. • Lead and contribute to ongoing service quality improvement through analysis of program data, case audits, and reflective practice. • Contribute to the development, refinement and review of program logic, outcomes frameworks 	<ul style="list-style-type: none"> • Quality improvement actions are implemented within agreed timeframes. • Participation in internal audits, program reviews and improvement planning. • Staff demonstrate engagement in reflective practice and training activities. • Documented improvements lead to enhanced service delivery or greater efficiency. • Demonstrates capacity to manage conflict or concerns within the team, applying early intervention strategies and escalating matters appropriately to HR and the Senior Manager. 	

	<p>and service models in line with CAFS specifications and organisational priorities.</p> <ul style="list-style-type: none"> Analyse trends in client needs, service access and outcomes to inform program planning, workforce capability and practice improvements. Support the evaluation of community programs, group work and place-based initiatives, including contributing evidence and practice insights to internal and external reporting. 		
<p>Interpersonal Skills and Communication</p>	<ul style="list-style-type: none"> Communicate effectively with staff, clients, stakeholders and management. Facilitate team meetings, case discussions and practice reflections. Provide clear and constructive feedback through supervision and informal coaching. Maintain collaborative, professional relationships internally and externally. Deals with emerging crises and seeks more experienced support where necessary. Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. Is aware of organisational protocols relating to partnership communication and conflict resolution and follows when required. Is able to show empathy and use assertive and listening skills while dealing with clients and staff. Maintains a respectful and professional approach towards positive relationship with stakeholders, staff and clients. Feedback from partners, internal and external stakeholders. 	
<p>Experiences/Qualifications/Professional Development</p>	<ul style="list-style-type: none"> Minimum of degree qualification in relevant studies and equivalent knowledge and experience. 	<ul style="list-style-type: none"> Provides certified proof of qualifications/ and or experience. All mandatory training is completed within required timeframes. 	

	<ul style="list-style-type: none"> Engage in mandatory training and additional learning identified through supervision. Support staff to identify their development needs and access relevant training. Model professionalism, ethical practice and professional boundaries. 	<ul style="list-style-type: none"> Staff development needs are addressed through training, mentoring or targeted supervision. Participation in external learning, sector forums or professional supervision where appropriate. Demonstrated improvement in practice through supervision and performance reviews. 	
FUNCTIONAL RESPONSIBILITIES			WEIGHTING
Client Services	<ul style="list-style-type: none"> Coordinate and support day-to-day service delivery across casework, community development, group programs and outreach activities. Support staff to provide high-quality, person-centred and culturally responsive services. Ensure consistent application of assessment tools, case planning, safety planning and referral pathways. Oversee case allocation, intake and duty processes to ensure timely responses and appropriate workload distribution. Facilitate case discussions, practice reflections and case reviews to support safe and effective client outcomes. Identify community needs and submit applications for relevant grants that support current and new programs, projects and/or events. 	<ul style="list-style-type: none"> Ensures that services are respectful, sensitive, appropriate and responsive to the needs of culturally diverse clients. Ensures that caseworkers are delivering person centred case management to clients. Ensures all client referrals are allocated to a caseworker within 24 hrs of receipt. Able to provide referrals to other services as appropriate. Conducts team meeting with the team to identify any shortcomings and potential improvements. Support community development team to coordinate organise program activities such as events, forums, educational workshops, parenting programs and information sessions that impact on child, 	

	<ul style="list-style-type: none"> • Ensures all client work adheres to DCJ program requirements, CAFS practice standards and organisational policies, with documented evidence of assessment, planning, review and closure. • Reviews and monitors caseload distribution monthly to ensure equity and staff safety, escalating capacity pressures or resourcing risks to the Senior Manager. 	<p>family and socially disadvantaged communities.</p> <ul style="list-style-type: none"> • Encourages reflective, evidence-based practice and innovative thinking. 	
Team Management	<ul style="list-style-type: none"> • Provide structured supervision, guidance and coaching to Community Development Workers, Caseworkers and the program Psychologist. • Support onboarding, induction and ongoing capability development for team members. • Promote a positive team culture that encourages collaboration, accountability and reflective practice. • Coordinate team meetings, rostering, workflow planning and communication processes. • Provide temporary supervision and hand over process during leave or vacancy periods, where required. • Supports staff wellbeing by identifying signs of burnout or vicarious trauma and facilitating access to support, supervision and EAP. • Provide practice leadership by guiding staff in applying evidence-based frameworks, responding to complexity, and navigating ethical or high-risk decisions. 	<ul style="list-style-type: none"> • Supervision sessions are completed and documented in line with organisational policy. • Staff report feeling supported, informed and engaged in team operations. • Staff demonstrate progress in capability areas identified during supervision and performance reviews. • Ensures staff are meeting KPI's through regular monitoring and monthly evaluation. • Ensures team members abide by Code of Conduct and organisational policies and procedures. • Addresses individual or team grievances effectively and timely manner, in consultation with the Family & Financial Inclusion Programs Manager and HR Manager. • Models expected standards of workplace behaviour, and promotes teamwork and collaboration whilst fostering productive 	

	<ul style="list-style-type: none"> • Support the consistent translation of policy, program guidelines and evidence into day-to-day practice. • The role exercises independent judgement within delegated authority for operational, practice and workforce matters, escalating strategic, financial or organisational risk issues as required. 	<p>working relationships with all team members.</p> <ul style="list-style-type: none"> • Motivates the team in the face of new challenges. • Conveys directives and messages coming from Contract Lead to the team. • Consults regularly with the team, especially on new initiatives, changes to policies, processes and other organisational matters. • Conducts team meetings regularly. • Conducts annual performance appraisals for all staff. • Demonstrated timely completion of performance appraisals, supervision records, and capability development plans for all direct reports. 	
<p>Stakeholder Relationships, Community Engagement & Marketing</p>	<ul style="list-style-type: none"> • Maintain positive working relationships with community organisations, service partners, schools, health services and other key stakeholders. • Support collaborative initiatives and community events that strengthen engagement and service access. • Represent Metro Assist and CABL Ltd at interagency meetings and relevant forums as required. • Contribute to local sector knowledge and identify emerging community needs. • Work collaboratively with the Metro Assist marketing team to ensure accurate and timely 	<ul style="list-style-type: none"> • Maintains positive and collegial relationships with representatives of Department of Communities & Justice (DCJ). • Participates in forums, interagencies and advisory bodies within the sector, and advocates for the needs of CALD clients. • Seeks opportunities to build and maintain relationships with services and support agencies. • Responds to requests and reports to contract managers in an accurate and timely manner. 	

	<p>promotion of program activities across Metro Assist and CABL Ltd.</p> <ul style="list-style-type: none"> • Provide program content, service updates and community stories (non-identifying) to support development of social media posts and promotional material. • Review program-related promotional materials to ensure they align with contract requirements, organisational branding, cultural considerations and safety standards. • Attend marketing or communications meetings as required to provide operational input and ensure program priorities are represented. • Support staff to promote group programs, workshops and community initiatives through agreed internal and external communication channels. • Ensures all marketing content complies with child-safe practice, confidentiality, cultural protocols and organisational consent procedures. 	<ul style="list-style-type: none"> • Marketing content and program updates submitted to the marketing team within agreed organisational timelines. • 100% of promotional materials reviewed for accuracy, branding and compliance prior to release. • Participation in at least 90% of marketing coordination meetings. • Evidence of increased program visibility through community engagement channels (e.g., workshop promotion, event visibility, community stories provided). 	
<p>Financial Management</p>	<ul style="list-style-type: none"> • Ensure staff use program resources efficiently and appropriately in line with organisational guidelines. • Coordinate the preparation and submission of small grant applications that support community programs, group work or place-based initiatives. • Oversee the implementation and basic administration of small grants, including monitoring expenditure, timelines and deliverables. 	<ul style="list-style-type: none"> • Small grant applications are completed and submitted on time, with supporting documentation prepared to a high standard. • Grant-funded activities are implemented as approved, with timely monitoring of progress and expenditure. • Accurate and compliant acquittals are submitted within required timeframes. • Resource utilisation, including brokerage and program budgets, aligns with organisational guidelines. 	

	<ul style="list-style-type: none"> • Ensure acquittal documentation and reporting for small grants are completed accurately and submitted within required deadlines. • Monitors expenditure related to group activities and small grants and reports variances or emerging financial risks to the Senior Manager in a timely manner. 	<ul style="list-style-type: none"> • Supervises staff use of resources and finances. • Acts within delegated authority. • Identifies and reports any fraudulent use of resources within the organisation, or by suppliers/contractors. 	
Data Management & Reporting	<ul style="list-style-type: none"> • Support accurate and timely recording of client and program data in DEX and internal systems. • Conduct routine file audits and data quality checks. • Provide input into monthly, quarterly and annual reporting requirements. • Ensure staff meet evidence and documentation standards for KPI reporting • Conducts fortnightly/monthly KPI tracking and data quality audits and provides variance analysis to the Senior Manager, including recommendations for corrective actions. • Use program and case data to identify trends, risks and opportunities for improvement across service delivery. • Provide practice-informed analysis to support continuous improvement, reporting to senior management and Board-level updates where required. • Ensure data collected supports program evaluation, learning and evidence-informed decision-making, not solely KPI compliance. 	<ul style="list-style-type: none"> • Ensures that data is collated and reported in accordance with funding agreements. • Ensures that all reporting and case files are of the highest quality standard, case notes are thorough and entered into data reporting portals regularly. • Ensures that all data is protected to ensure clients privacy and confidentiality. • Ensures that all data reports are completed by required deadlines. • Provides data capture and evidence gathering for reporting including case studies to demonstrate the “practice” in service delivery. • Contributes information and data for reports to the Metro Assist Board. • Regularly audit staff case note file (electronic and paper) and reports back any concerns as per policy and procedure. 	
Risk Management	<ul style="list-style-type: none"> • Acts within delegated authority. • Ensures that service delivery and staff comply with organisational policies and procedures, 	<ul style="list-style-type: none"> • Risk documentation is accurate, timely and compliant. High-risk incidents are escalated and responded to appropriately. 	

	<p>Code of Conduct, and relevant industry standards.</p> <ul style="list-style-type: none"> • Ensure risk assessments, safety plans and mandatory reporting requirements are executed correctly. • Monitor and escalate high-risk matters to the Senior Manager promptly. • Promote safe work practices and ensure WHS considerations are embedded in daily operations. • Implements early identification systems for emerging operational risks (practice, staffing, safety or demand-related) and escalates these promptly with documented mitigation actions. 	<ul style="list-style-type: none"> • No significant breaches of risk protocols or WHS standards. • and communicates risks to clients, staff and to the organisation where reputational risk exists. • Contribute and provide feedback to Risk Management Framework. • Ensures risks, hazards and incidents are reported and managed as per WHS policies and procedures. 	
Compliance	<ul style="list-style-type: none"> • Ensure staff adhere to organisational policies, procedures, child-safe standards and program requirements. • Participate in internal audits and implement corrective actions. • Support the integration of new policies or practice frameworks across the team. • Maintain privacy, confidentiality and data security requirements • Ensures team practice aligns with DCJ contractual requirements, CAFS operational guidelines, service specifications and organisational policies, and participates in contract-related audits. 	<ul style="list-style-type: none"> • Attendance to security awareness training and prompt follow up on ISM improvement instructions. • Reports and responds to any suspected or actual security breaches. 	
<u>Special Projects/Tasks</u> As and when required by [CEO/Manager/Team Leader]	<ul style="list-style-type: none"> • As and when required by the Manager work on specific projects/events related to program. 	<ul style="list-style-type: none"> • Satisfactory completion of tasks/role within defined scope, specification, time frames and budget. 	

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Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited’s policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO February 2026

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____