

# POSITION DESCRIPTION

---

## 1. Position Details

Item	Description
<b>Position Title</b>	Families Together Team Leader
<b>Program Name</b>	Family Preservation - Families Together Program
<b>Position Type</b>	Full-time, Fixed Term (35 hours per week)
<b>Classification</b>	SCHADS Award – Social & Community Services Employee Level 6
<b>Reports To</b>	Family & Financial Inclusion Programs Manager
<b>Office Location</b>	Primary regional office with outreach across funded Local Government Areas
<b>Region</b>	Allocated region as per contract (e.g. South West Sydney; Sydney / South-East & North Sydney; Western Sydney / Nepean Blue Mountains)
<b>Direct Reports</b>	Child and Family Therapeutic Clinician(s); Families Together Practitioner(s); Administrative Support (regionally allocated or shared)

## 2. Position Purpose

The Families Together Team Leader provides operational, clinical and people leadership to the Families Together program to ensure safe, high-quality and culturally responsive service delivery for families with children at risk of entering or escalating within the statutory child protection system.

The role is accountable for staff supervision, practice oversight, risk management, and service performance in line with the Families Together framework, DCJ program requirements, contractual obligations and organisational values.

Working in close partnership with DCJ Community Program Officers and service partners, the Team Leader ensures coordinated, accountable, and outcomes-focused family preservation practice.

### 3. Key Responsibilities

Responsibility Area	Key Activities
<b>Practice Leadership and Supervision</b>	<ul style="list-style-type: none"> <li>• Provide practice leadership and regular reflective supervision to a multidisciplinary team of practitioners.</li> <li>• Ensure culturally responsive, trauma-informed, and child-centred practice across all cases.</li> <li>• Lead individual supervision, group reflection, and structured case review processes.</li> </ul>
<b>Service Delivery and Case Oversight</b>	<ul style="list-style-type: none"> <li>• Oversee referral intake, allocation, prioritisation, and case progression in line with program guidelines.</li> <li>• Lead referral decision-making processes, including suitability assessment, accept/decline decisions, and resolution of referral issues in collaboration with DCJ.</li> <li>• Monitor child safety, family engagement, and progress across the team caseload.</li> <li>• Oversee risk assessment, safety planning, escalation, and mandatory reporting processes, including appropriate use of the Mandatory Reporter Guide (MRG).</li> <li>• Oversee service entry, exit, disengagement decisions, vacancy management, and accurate case recording.</li> </ul>
<b>Team Leadership and Performance</b>	<ul style="list-style-type: none"> <li>• Line manage staff including induction, performance development, feedback, and wellbeing support.</li> <li>• Promote a positive, inclusive and culturally safe team culture aligned with organisational values.</li> <li>• Monitor KPIs, workloads and service outcomes to ensure accountability, quality and compliance.</li> </ul>
<b>Stakeholder and DCJ Engagement</b>	<ul style="list-style-type: none"> <li>• Act as the primary operational liaison with DCJ Community Program Officers and contract managers.</li> <li>• Represent the program in interagency forums, district collaboratives and service networks.</li> <li>• Oversee shared case planning, information sharing and coordinated interagency responses.</li> </ul>

<b>Data, Reporting and Compliance</b>	<ul style="list-style-type: none"> <li>• Ensure oversight and implementation of outcome measurement and reporting in line with organisational and program requirements.</li> <li>• Maintain audit readiness and oversee quality assurance and contract reporting activities.</li> <li>• Use service and outcome data to inform decision-making and continuous improvement.</li> </ul>
<b>Financial and Resource Oversight</b>	<ul style="list-style-type: none"> <li>• Manage program resources within delegated authority and approved budgets.</li> <li>• Oversee the appropriate and accountable use of brokerage and program funds.</li> <li>• Support accurate financial acquittals and identify financial or compliance risks for escalation.</li> </ul>
<b>Continuous Improvement and Development</b>	<ul style="list-style-type: none"> <li>• Lead continuous improvement initiatives informed by data, feedback, reviews and audits.</li> <li>• Contribute to service development initiatives, innovation and relevant organisational projects.</li> <li>• Support the implementation of policy, framework or program changes as directed.</li> </ul>

#### 4. Key Relationships

Internal	External
Family & Financial Inclusion Programs Manager Families Together practitioners, clinicians, and administrative staff Corporate Services, HR, Finance CEO (as required)	Department of Communities and Justice (DCJ) Schools and early learning services Local Health Districts, GPs and Allied Health Community service providers and partners Interagency and sector stakeholders

#### 5. Key Capabilities (3-6)

- Demonstrated ability to lead and supervise trauma-informed, child-centred practice with vulnerable children and families.
- Strong capability in clinical assessment, risk formulation and intervention planning within a family preservation context.

- Demonstrated cultural responsiveness, ethical practice and commitment to working effectively with diverse communities.
- High-level collaboration and consultation skills within multidisciplinary and outreach-based teams.
- Ability to oversee complex risk, child safety concerns and statutory reporting obligations.
- Strong analytical and decision-making skills, including the ability to use data to inform service delivery and outcomes.

## 6. Qualifications and Experience

Essential:

- Relevant tertiary qualification in Social Work, Psychology, Counselling, Social Sciences, or a related human services discipline
- Demonstrated leadership or supervisory experience within child and family, family preservation, or community services
- Extensive experience working with children and families experiencing trauma, child protection risk, mental health concerns, and complex psychosocial needs
- Proven capability in providing supervision, practice oversight, and professional guidance in high-risk, statutory-adjacent contexts
- Sound knowledge of relevant legislation, policy and safeguarding frameworks, including child protection and information-sharing requirements

## 7. Compliance Requirements

- Current Working With Children Check
- Current National Police Check
- Current Driver Licence
- Compliance with organisational policies and procedures
- Complies with Metro Assist and CABL information security policies, standards, plans and procedures relevant to the program area.
- Maintains the security, confidentiality and appropriate handling of client and organisational information assets.
- Participates in required security awareness training and implements information management practices appropriately.
- Identifies and reports suspected or actual information security or safety incidents in accordance with organisational protocols.

## 8. Organisational Commitments

The organisation is committed to child-safe practice, cultural safety and inclusive service delivery. Employees are expected to uphold the organisation’s values, comply with relevant legislation and contribute to a respectful and safe workplace.

## 9. Decision Making and Accountability

The role exercises professional judgement in assessing client needs and implementing case management strategies within organisational policies and program guidelines. Complex or high-risk matters must be escalated to the Program Manager.

## 10. Acknowledgement

This Position Description outlines the general purpose, responsibilities, and expectations of the role as at the date of issue. It is intended to provide guidance on the scope and requirements of the position.

This Position Description may be reviewed and updated from time to time to reflect organisational, operational, or service delivery needs. Reasonable consultation will occur where changes materially impact the role.

By signing below, the employee acknowledges that they have read, understood, and discussed the expectations of the position with their manager.

Name	Signature	Date
Employee		
Manager		

---

## Document Control (Administrative Use Only)

This section is maintained for document governance and version control purposes only. It does not form part of the position requirements, role responsibilities, or performance expectations.

Field	Details
Document Title	Position Description – Families Together Team Leader

Program / Team	<i>Family Preservation – Families Together Program</i>
Version	<i>1.0-2026</i>
Approved By	<i>Family &amp; Financial Inclusion Programs Manager / Human Resource Manager</i>
Approval Date	<i>April 2026</i>
Review Date	<i>April 2028</i>
Document Owner	Human Resources