

POSITION DESCRIPTION

Position Details

Item	Description
Position Title	SETS Client & Community Engagement Team Leader
Program Name	Settlement Engagement & Transition Support (SETS)
Position Type	Full-Time, Fixed Term until June 2027
Classification	SCHADS Grade 6
Reports To	Settlement & Employment Services Manager
Direct Reports	SETS CSCE Officers, Youth Specialist, Bilingual Health Navigators, Generalist Workers, Students & Volunteers
Office Location	Bankstown, Campsie and Other locations as required

Position Purpose

The SETS Client & Community Engagement Team Leader provides strategic and operational leadership for the delivery of the Settlement Engagement and Transition Support (SETS) Program across Canterbury-Bankstown and the Inner West. The role is responsible for leading the Client Support and Community Engagement stream of the SETS Program, ensuring high-quality, culturally responsive and outcomes-focused settlement services for newly arrived migrants, refugees and emerging communities.

The Team Leader provides leadership, supervision and performance oversight to Client Support & Community Engagement Officers and Specialists, SETS Generalist Workers, ensuring effective service delivery, quality practice, contract compliance, data integrity and achievement of program KPIs.

The role also provides leadership for the planning, implementation and monitoring of community development initiatives, multicultural projects and externally funded grant programs including (but not limited to) Multicultural Health Navigator Program, Road Safety Programs, Cancer Prevention and Health Promotion Projects, and other funded multicultural community development projects.

The Team Leader oversees the coordination of the Canterbury-Bankstown Multicultural Interagency, strengthening collaboration between government, community organisations and multicultural stakeholders to improve settlement outcomes and community participation.

Working closely with the Settlement and Employment Services Manager, the Team Leader contributes to strategic planning, service development, funding opportunities, partnership development and continuous improvement across the Settlement and Employment portfolio.

Key Responsibilities

Responsibility Area	Key Activities
Leadership & Program Management	Lead the operational delivery of the SETS Client Support & Community Engagement stream.

Responsibility Area	Key Activities
	• Provide leadership, supervision and performance management to Specialists, Officers, Generalist Workers, Health Navigators, students and volunteers. • Ensure services are delivered consistently with SETS Program Guidelines, contractual obligations and organisational policies. • Monitor team performance against KPIs, Annual Work Plans and funding requirements. • Allocate staffing resources and oversee workload management across service locations. • Support recruitment, induction, probation, supervision and performance development of staff. • Foster a positive, collaborative and high-performing team culture. • Lead regular team meetings, case discussions and service planning sessions. • Identify service delivery risks and implement appropriate strategies to address emerging issues.
Service Delivery Oversight	• Ensure high-quality client support, casework, youth engagement, community development and community engagement services are delivered across the SETS Program. • Oversee the planning, coordination and delivery of community activities, workshops, information sessions, group programs, outreach initiatives, cultural events and community capacity-building activities that engage and strengthen participation of well-established, newly arrived and emerging multicultural communities. • Monitor the quality and consistency of intake, assessment, case planning, referrals, advocacy and community engagement activities. • Support staff managing complex client matters and provide practice guidance on challenging cases. • Ensure culturally responsive, trauma-informed and strengths-based practice is embedded across all service delivery. • Maintain a small caseload where operationally required to support service delivery and respond to operational needs. • Ensure client feedback, complaints and service improvement opportunities are managed appropriately and inform continuous quality improvement.
Multicultural Programs & Small Grants	• Oversee the delivery of multicultural community programs funded through the SETS Program and other funding streams. • Coordinate the implementation of health promotion, community education, multicultural engagement and prevention initiatives. • Support and provide day-to-day coordination, guidance and oversight to Bilingual Health Navigators, Generalist Workers, students and volunteers to ensure program deliverables and KPIs are achieved in accordance with approved work plans. • Coordinate the delivery of programs such as Multicultural Health Navigators, road safety, cancer prevention and other community education initiatives. • Monitor program performance, outputs and outcomes, ensuring activities are delivered in accordance with funding agreements, work plans and contractual requirements. • Prepare and contribute to monthly, quarterly and funding reports, including activity summaries, program data, case studies and outcome reporting.

Responsibility Area	Key Activities
	- Plan, coordinate and deliver multicultural community events, cultural celebrations, awareness campaigns and community engagement initiatives that promote inclusion, community participation and access to services. - Identify emerging community needs, service gaps and opportunities for new multicultural initiatives, partnerships and funding opportunities in collaboration with the Manager. - Work collaboratively with internal teams, community organisations, health services and government agencies to strengthen access, participation and community outcomes.
Stakeholder Engagement & Partnerships	- Develop, strengthen and maintain strategic partnerships with settlement service providers, community organisations, government agencies, faith-based & ethno-specific organisations, Peak Bodies and other key stakeholders. - Lead the coordination of the Canterbury-Bankstown Multicultural Interagency, including planning meetings, developing agendas, coordinating guest speakers, facilitating collaboration and supporting joint initiatives. - Represent Stepwise at interagency meetings, Communities of Practice, advisory groups, working groups, sector forums, multicultural networks and government stakeholder meetings, promoting the organisation's services and contributing to sector development. - Strengthen referral pathways and collaborative service delivery through effective engagement with internal and external stakeholders to improve client access, settlement outcomes and community participation. - Work collaboratively with Coordinators and program staff to plan and deliver youth events, multicultural forums, employment expos, community events, outreach activities and engagement initiatives that respond to the needs of newly arrived, well-established and emerging multicultural communities. - Identify, develop and support partnership opportunities, collaborative projects and cross-sector initiatives that enhance settlement outcomes, build community capacity and strengthen service integration. - Foster positive relationships with community leaders, cultural groups and emerging communities to increase participation, improve service accessibility and ensure programs remain responsive to changing community needs. - Respond to stakeholder enquiries and funding partner requests in a timely and professional manner, ensuring effective communication and positive organisational representation.
Data Management, Reporting & Performance	Provide leadership for program performance monitoring by: - Monitoring KPIs across all client support and community engagement activities. - Ensuring timely and accurate data entry into CDS and other reporting systems. - Monitoring case note quality. - Ensuring compliance with reporting requirements. - Analysing service trends and program outcomes. - Producing monthly, quarterly and annual reports. - Providing operational reports to the Settlement and Employment Services Manager & Executive Leadership. - Preparing reports for funding bodies. - Identifying performance gaps and implementing improvement strategies.
Practice Quality & Continuous Improvement	Support consistent application of organisational practice frameworks, safeguarding standards and program guidelines.

Responsibility Area	Key Activities
	- Identify service gaps, risks and opportunities for improvement. - Promote culturally safe, trauma-informed and youth-centred practice. - Participate in service planning, evaluation and quality improvement initiatives. - Contribute to development of new multicultural and youth initiatives.
Organisational Contribution	- Develop and oversee the implementation of the SETS Annual Work Plan and multicultural program work plans. - Participate in organisational planning, service development and evaluation activities. - Support preparation of reports, presentations and briefings for leadership. - Contribute to funding submissions, grant applications and identification of new funding opportunities. - Support development of innovative youth and multicultural initiatives. - Undertake other duties consistent with the classification of the role.
Compliance, Safeguarding & Risk	- Ensure compliance with Stepwise policies, SETS Program Guidelines and other funding requirements. - Promote culturally safe, trauma-informed and strengths-based practice. - Monitor quality of case notes, client records and reporting completed by staff. - Maintain accountability for KPIs and program performance. - Identify, manage and escalate operational risks, safeguarding concerns and critical incidents. - Maintain confidentiality, privacy and information security standards.

Key Relationships

Internal	External
- Settlement and Employment Services Manager - Executive Leadership Team - Settlement Program Coordinators & Specialits - Other Stepwise program teams - Students and Volunteers	- Funding Bodies, Peak Bodies and Consortium member organisations. - Community organisations, government agencies, Settlement service providers and referral agencies. - Interagencies, communities of practice, and sector networks - Grassroot & Ethno-specific organisations, Community and Faith Leaders.

Key Capabilities

- Demonstrated leadership capability within community services.
- Strong experience overseeing settlement or multicultural programs.
- Proven ability to supervise teams.
- Excellent operational management skills.
- Strong understanding of SETS Program Guidelines.
- High level stakeholder engagement and partnership skills.
- Strong project management capability.
- Experience coordinating externally funded projects.
- Strong analytical and reporting skills.

- Experience monitoring KPIs and contractual performance.
- Strong understanding of community development principles.
- Excellent communication, negotiation and presentation skills.
- Strong organisational and problem-solving abilities.
- Commitment to culturally safe, trauma-informed and strengths-based practice.

Qualifications and Experience

Essential:

- Degree qualification in Social Work, Community Services, Human Services, Community Development or related discipline.
- Demonstrated leadership experience within community services.
- Extensive experience delivering settlement, multicultural or refugee services.
- Experience supervising staff and leading multidisciplinary teams.
- Demonstrated experience overseeing funded programs and contractual KPIs.
- Experience overseeing data quality and program reporting.
- Experience coordinating community engagement initiatives.
- Demonstrated stakeholder engagement and partnership development experience.
- Excellent report writing and analytical skills.

Desirable:

- Experience managing multicultural grants and community development projects.
- Understanding of Settlement Engagement & Transition Support (SETS) Program.
- Lived experience as a migrant or refugee.
- Ability to speak one or more community languages relevant to program participants.

Compliance Requirements

- Current Working with Children Check
 - Current National Police Check
 - Current Driver Licence
 - Compliance with organisational policies and procedures
 - Complies with Stepwise Community Services 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.
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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.

Decision Making and Accountability

The SETS Client & Community Engagement Team Leader exercises delegated authority for the leadership, coordination and operational management of the Client & Community Engagement stream of the SETS Program, ensuring the effective delivery of client support, casework, community engagement, youth initiatives and multicultural programs in accordance with organisational and funding requirements.

The Team Leader is responsible for the day-to-day leadership, supervision and performance management of Client Support & Community Engagement Officers, Youth Specialist, SETS Generalist Workers, students and volunteers, ensuring consistent practice, high-quality service delivery and achievement of program KPIs, contractual deliverables and service outcomes.

The role exercises professional judgement in relation to service delivery, workforce coordination, practice leadership, stakeholder engagement, funded multicultural projects, the coordination of the Canterbury-Bankstown Multicultural Interagency, resource allocation and prioritisation of operational activities, in line with organisational policies, SETS Program Guidelines and funding requirements.

The Team Leader maintains accountability for monitoring program performance, contractual outcomes, data integrity, reporting requirements, program budgets within delegated authority, and the quality and consistency of client support and community engagement services. The role contributes to continuous improvement, service planning, funding opportunities and organisational performance through the analysis of program outcomes, service trends and operational insights.

Matters involving significant safeguarding concerns, complex client matters, workforce performance issues, financial or contractual risks, or decisions outside delegated authority are escalated to the Settlement and Employment Services Manager.

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 - SETS Client & Community Engagement Team Leader
Program / Team	Settlement Engagement & Transition Support (SETS) Program
Version	1.0
Approved By	Settlement and Employment Services Manager
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