



## POSITION DESCRIPTION

### Team Leader

#### Position Details

<b>Position:</b>	<b>Team Leader</b>
<b>Classification:</b>	SCHADS Social, Community, Home Care and Disability Service Industry Award 2010 and the DVAC Certified Agreement Level 7.1 – 7.3

#### Organisation information

##### **Purpose**

DVAC works with individuals and communities to eliminate, prevent and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services
- Challenging social norms and structures that enable people to use violence/enable the use of violence
- Building awareness and capacity within the community
- Encouraging egalitarian relationships.

##### **The Organisation**

You will find detailed information about the organisation on our website [www.dvac.org.au](http://www.dvac.org.au)

##### **Equal Employment Opportunities**

DVAC is committed to diversity in our workplaces. We encourage people who identify as Aboriginal or Torres Strait Islander, have a disability, come from different cultural backgrounds and the LGBTQ+ community to work in our organisation.

#### Position Summary

The Team Leader is responsible for overseeing the day-to-day operations of their team, ensuring high-quality service delivery while fostering a positive, collaborative, and supportive work environment. This role plays a critical part in building the capability of the team, guiding them in best practices, and ensuring compliance with relevant legislation and organisational standards. The Team Leader works closely with senior management to contribute to strategic planning, drive program development, and ensure continuous improvement.

#### Key Responsibilities and Outcomes

##### **Administrative/Line Management**

- Assist with recruitment within the team, including recruitment, induction, supervision, performance reviews, ongoing professional development, performance monitoring, management, and staff well-being.
- Ensure the team's compliance with relevant legislation, practice standards, and reporting requirements.
- Oversee and manage external supervisors accessed by team members, in line with organisational policies.
- Collaborate with the Team Leader team to allocate work appropriately, including triaging and prioritizing service demands.
- Maintain timely and robust communication with the Executive Team regarding service delivery demands, staffing needs, and organisational growth areas.
- Oversee the team's capacity and workload, ensuring efficient use of resources.

##### **Professional Skills and Knowledge**

- Proactively contribute to strategic planning in collaboration with the Executive Team.
- Lead the development of quality practices and ensure compliance with best practices across the team.
- Develop innovative programs in response to organizational direction.
- Build and maintain strong working relationships with key stakeholders to support integrated service delivery.
- Promote and model a strong practice framework based on a gendered analysis of domestic, family, and

sexual violence, and its intersections with trauma.

- Develop and implement quality improvement tools in collaboration with staff and stakeholders.
- Advocate for clients and the service within the funded area, ensuring high-quality, client-centred practices that align with anti-discriminatory principles.
- Provide mobile outreach services, ongoing risk assessment, safety planning, information, advocacy and referral

#### **Support/Person**

- Support a healthy workplace culture by identifying and responding to staffing needs proactively.
- Model appropriate conflict management strategies in line with organizational values and code of conduct.
- Promote a supportive environment for Team Leader peers by fostering collaboration and open communication.
- Oversee and model positive organizational culture by supporting the development of interpersonal relationships within the team.
- Provide regular, trauma-informed supervision to team members, ensuring their professional development and well-being.

#### **Educative/Professional Development**

- Lead and participate in professional development opportunities, including ongoing supervision and team development.
- Oversee the development and implementation of training initiatives, ensuring staff are equipped to meet service delivery demands.
- Participate in the identification of gaps and trends in service delivery and implement appropriate solutions to address them.
- Lead and participate in the development of funding submissions, in collaboration with the Executive Team.
- Participate in the monitoring of legislative and policy developments regarding domestic, family, and sexual violence.
- Meet reporting requirements for relevant initiatives and ensure compliance with practice principles, standards, and guidelines (e.g., National Standards of Practice for Services Against Sexual Assault).

This position description outlines the primary responsibilities and duties of the Team Leader. It is not exhaustive and should not be viewed as encompassing all tasks that may be required of the role. Additional responsibilities and tasks may be assigned by management as needed to meet the organisation's requirements and support its objectives

### **Accountability**

The Team Leader is required to work within the philosophy, objectives and policies of the organisation including:

- Working within a DVAC principles and frameworks
- Working as a member of the staff team
- Utilising consultative and collaborative processes

The Team Leader is accountable to the CEO and the Board as the employing body. The Team Leader will comply with the established processes for ensuring the transparency of all decisions and actions taken in the course of the work. The Team Leader will also be accountable to the staff team and the consumers of the service.

### **Qualifications and Experience**

- Possession of relevant tertiary qualifications in the human services field
- Proven experience and skills in leadership and management of staff
- Well-developed experience and skills in counselling and therapeutic support
- Experience and skills in gender-based violence risk assessment, trauma informed practice, safety planning, crisis support and system advocacy
- Well-developed interpersonal and communication skills
- Knowledge and skills to ensure the provision of culturally, gender and age-appropriate services to clients
- Demonstrated understanding and experience in working effectively with children, young people, women,

and men who have experienced or are currently experiencing domestic & family violence, sexual violence, or other significant trauma

- Committed to the National Standards for Child Safe Organisation
- Knowledge regarding feminist practice and its application in working against both domestic & family violence, and sexual violence
- Current driver's licence and Blue Card
- All DVAC staff are required to complete a National Police Check upon successful offer of position

### Personal Attributes

- Demonstratable commitment to the DVAC Mission, Values, and feminist principles
- A credible and engaging communicator
- Effective decision making, professional judgment and ethical behaviour
- People leadership skills
- Ability to make effective decisions in a timely manner and to escalate as appropriate
- Strong management and strategic leadership capability

### DVAC Organisational Workforce Capabilities

- Understanding the nature, drivers and context of domestic, family and sexual violence and trauma
- Upholding dignity and value through healing-centred engagement
- Managing risk, prioritising safety and recovery
- Working as part of an integrated system
- Demonstrating a reflective and self-aware approach.