

POSITION DESCRIPTION			
Title	Team Leader – Domestic and Family Violence		
Job Ad Ref		Location	Brisbane – Statewide delivery
Annual Salary	SCHADS Award Level 7.1	Report to	CEO
Terms of Employment	Full-time. Fixed term contract until 30/01/2027	Application closing date	23 January 2026
Requirements	<p>Mandatory:</p> <ul style="list-style-type: none"> o to hold a Blue Card administered by the Queensland Public Safety Business Agency and be willing to undergo comprehensive screening process. o Possession of a “C” class driver’s licence o Satisfactory National Police Check o Right to work in Australia o Flexibility to work outside standard hours on occasion as required <p>Desirable</p> <ul style="list-style-type: none"> o A good working knowledge and understanding of legal and/or court processes o Experience with Human Services Quality Framework (HSQF) standards and child safety frameworks o A language in addition to English 		

About IWSS

Immigrant Women’s Support Service (IWSS) is a specialist organisation that provides support to women, children and young people from culturally and linguistically diverse backgrounds who have experienced domestic, family and sexual violence. We work from an intersectional feminist, social justice and human rights framework that centres inclusion, safety, respect and dignity.

IWSS is committed to an inclusive culture that respects and promotes human rights and diversity.

About the role

As Team Leader, you will play a pivotal role in ensuring safe, high-quality and responsive service delivery across our domestic and family violence program, while nurturing a cultural and linguistic diverse and capable, connected and responsive team.

You will lead in a way that reflects our values – inclusion, respect, safety and dignity using a trauma informed, intersectional feminist framework.

This is a hands-on leadership role that combines people leadership with direct client work and shared responsibility for supporting safe, high-quality clinical practice, all grounded in purposeful impact and lived experience.

Key duties and responsibilities

- Lead and support a team of up to 10 specialist DFV practitioners in daily service delivery
- Deliver high-quality case management and client support services that prioritise inclusion, safety, respect and dignity
- Provide visible leadership, supervision, mentoring and professional development to ensure gender-informed, trauma-aware, culturally safe and strengths-based practice
- Ensure effective service coverage across new referrals, counselling and case management work of the team during periods of high demand or staff leave
- Facilitate team meetings and reflective practice that strengthen practice quality and peer support
- Manage and monitor staff caseloads to maintain safe and appropriate client ratios
- Guide the team to complete thorough risk assessments, safety planning, case planning and exit planning with women, children and young people experiencing domestic and family violence
- Support the team to deliver client-centred, evidence-informed practice tailored to the needs of diverse communities, with a focus on safety, autonomy and resilience
- Uphold compliance with data reporting, legal and policy requirements and organisational practice standards
- Drive continuous quality improvement so services lead to measurable positive outcomes for all clients
- Actively contribute to organisational leadership and build a positive workplace culture rooted in respect, transparency and collaboration
- Work collaboratively across programs to strengthen integrated client responses

- Consult with the senior leadership team on complex client matters, workforce issues and organisational needs
- Model collaborative practice with internal teams and external partners and stakeholders
- Translate performance expectations into clear goals and support staff to deliver high quality funded outcomes
- Represent our organisation professionally with clients, community partners, stakeholders and service systems
- Participate actively in organisational meetings, supervision, training and professional development opportunities

Essential requirements

- Tertiary qualifications in Psychology, Social Work, Counselling or a related discipline
- Minimum 4 years' experience post- qualification experience, ideally within the DFV sector
- Strong understanding of the issues faced by DFSV survivors, particularly from culturally and linguistically diverse backgrounds
- Demonstrated strong leadership capability, including supervision, coaching and mentoring
- Demonstrated resilience and aptitude in working with complex matters, sound judgement and ability to prioritise competing demands
- Demonstrated staff management experience, including recruitment and workforce retention, performance management and professional development strategies
- Commitment to professional boundaries, ethical practice, and client confidentiality
- Excellent written and verbal communication, reporting, and documentation skills
- High-level organisational and time management skills

Desirable Criteria

- Eligibility for registration with a professional association (e.g. AHPRA, AASW or ACA) as a counsellor, psychologist, or social worker.
- Lived experience or language proficiency relevant to the communities supported.
- Previous experience facilitating group work or prevention programs in multicultural settings.
- Experience in a trauma-informed or culturally responsive service setting.
- All staff must comply with the organisation's Conflict of Interest policy and relevant legislation. They must disclose any actual, perceived or potential conflicts of interest

What IWSS Offers

The work we do is rewarding yet, demanding. We acknowledge the toll this work can have on staff and as an organisation we take this ownership and responsibility seriously. For this reason, staff have access to:

- Additional 3 days of gifted leave each year
- Employee benefits from BrightHR
- Salary packaging - up to \$15,900 per year tax free, plus additional meal and entertainment option
- Regular supported supervision
- Ongoing professional development and growth opportunities
- A genuinely supportive, feminist and trauma-informed workplace culture
- A strong focus on reflection, wellbeing and sustainable practice
- An inclusive organisation that values diversity equity and lived experience

How to apply

To enable us to assess your application, please include:

- a statement not more than two pages that summarises your skills, experience and achievements against the key criteria and duties/responsibilities.
- a current resume containing details of 2 referees. At least one referee should have a thorough knowledge of your work over the past two years as your manager or supervisor.
- For further information, contact dung@iwss.org.au. We intend to respond to questions about the position within 24 hours.
- Applications will be reviewed as they are received and interviews may take place prior to the closing of advertising.

IWSS is an inclusive and disability-friendly employer. We welcome applicants from all backgrounds, including Aboriginal and Torres Strait Islander peoples, LGBTQIA+ communities, people with disability, and culturally and linguistically diverse groups. All applicants may undergo a criminal history verification, along with other required checks, including but not limited to the Working with Children Check, during or immediately after the recruitment process is concluded.