

POSITION DESCRIPTION

General Information	
Position Title:	Team Leader, Learning For Life
Incumbent:	
Function & Team/Program:	State and Territory Operations
Location(s):	Various
Manager's Position Title:	Regional Programs Manager
Manager's Name:	Olga Srbovski
Date Prepared:	Updated July 2025
Prepared By:	National Manager, Learning for Life Operations
Approved By:	Head of State and Territory Operations

Primary Purpose of this Position
<p>To provide leadership and support to a geographically dispersed team responsible for the implementation of <i>Learning for Life</i> programs in accordance with practice guidelines, program fidelity requirements and internal processes, within their communities of responsibility.</p> <p>At The Smith Family coaching is a key framework to support learning and development and is expected by all people managers.</p>

Scope	
Direct Reports to this Position By Position Title	Indirect Reports Total Number
<ol style="list-style-type: none"> 1. Family Partnership Coordinators 2. Programs Coordinators 3. Other related roles as applicable 	<ol style="list-style-type: none"> 1. Volunteers (if applicable)
Financial Dimensions controlled by this Position	
Direct control	Indirect control
Operating expenditure relating to program implementation and delivery as outlined in local budgets.	<ul style="list-style-type: none"> • Expenditure as it relates to <i>Learning for Life</i> sites • Ensuring funded programs are acquitted as obligated
Other Dimensions of this Position	
<p>The position will provide leadership to the Learning Life through pro-active and rigorous oversight to implement activities that align to the National and state outcomes.</p> <p>This role will:</p>	

1. Role model organisational values, our required effective practice approaches and embed a coaching framework to develop team capability to support and drive growth.
2. Lead the local implementation, reporting, monitoring and contribute to evaluation in partnership with members of the TSF team.
3. Develop partnerships with schools, community organisations, business and local community members.
4. Engage key stakeholders in decision making on relevant aspects of Learning for Life.
5. Engage and foster relationships with Aboriginal Community Elders and Leaders in the community.
6. Engage local TAFE, university and other training organisations in the community to support program delivery.
7. This position will be based in Dapto.
8. The position may require some out of hours work.

This position supports team members across a set geography and will require strong communication skills to bridge the geographical dispersion across their team and with other key stakeholders.

Setting Priorities

How often does team member prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Weekly, Monthly, Annually
How often does team member determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Weekly, Monthly, Annually

Key Relationships

Internal	<ul style="list-style-type: none"> • Regional Programs Manager • Direct team members National Team Leader group • Practice Development Manager • National and Program Managers (as required) • Office Manager Canberra • Storyteller role for media and case studies • Corporate Service Team • Volunteering Team • Business Information Services (BIS) Team • People & Culture Team • Direct team members
External	<ul style="list-style-type: none"> • Partner schools • Community Partners • Volunteers • Other relevant community members

Key Decision Making in this Role (*What are the key decisions and recommendations made in this role?*)

Decisions Expected

- Prioritisation of own workload and those of direct reports
Recruitment of new team members (joint decision with the Regional Programs Manager)
- Day to day decision regarding program implementation, scholarship targets and recruitment of families in accordance with TSF guidelines

Managing costs within budget.
<p>Recommendations Expected</p> <ul style="list-style-type: none"> • Feedback to maximise effectiveness of The Smith Family program delivery linked to a continuous improvement approach to program delivery. Program planning with state and territory operations teams to support optimum delivery. • Process improvements to maximise effectiveness of the Learning for Life and Girls at the Centre Programs • Identifying opportunities to profile and promote Learning for Life in line with agreed strategies

Every Team Member at The Smith Family:

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

Key Responsibilities / Accountabilities	
Major Area: People Management	% of Job: 50%
In consultation with Regional Programs Manager effectively recruit and induct new team members	
Manage performance by having regular one on one meetings; giving and receiving feedback via a coaching approach; acknowledging achievements and conducting formal and informal performance and development reviews and planning discussions.	
Develop team member/s capability to perform current and future role/s at The Smith Family.	
Develop and manage a culture of process improvement and customer service.	
Maintain a safe workplace by ensuring adherence to Work, Health and Safety policies and procedures and relevant legislation.	
Clearly communicate team and organisation wide information to team members.	
Ensure compliance with all relevant organisational policies and procedures.	
Provide regular two-way feedback and communication between your team members and Regional Programs Manager. This can be achieved via a coaching approach.	
Major Area: Program Implementation	% of Job: 40%
Support the team to implement programs in accordance with guidelines, agreed processes and targets	
Be accountable for the targets linked to your team. Take steps to support the team to meet targets across all program areas. Participate in 6 monthly reviews of planned targets.	
Ensure the team understands and applies The Smith Family outcomes framework and requirements that support program fidelity	
Develop and lead a team that provides effective program delivery through accurate and timely information and resolution of issues as they arise, or escalating where appropriate	
Providing clear and relevant updates, direction and support to staff across different levels and functional teams	
Ensure accurate and timely data collection	
Participate in relevant practice development and process improvement teams as required	
Delivery of the G@TC Program within agreed plan.	
Major Area: Financial management and Reporting	% of Job Total: 5%
Manage Financial budgets inline with expenditure and Income – realise cost control initiatives/savings where practicable.	
Prepare, monitor and review program budgets in accordance with The Smith family policies and procedures.	

Major Area: Stakeholder Management	% of Job: 5%
Working with your team, develop and maintain strong working relationships with partner schools, community organisations, community leaders, Elders and corporates.	
Develop and maintain strong internal relationships within the organisation. At times this will require collaborative work across teams (including different national and functional teams) to deliver on project &/or organisational objectives. This could include supporting donor visits to programs and engagement in internal projects.	
Promote and position The Smith Family and inform the community about organisational activities through the media, and relevant forums. (where required)	

Key Challenges in Achieving Goal(s):
<ul style="list-style-type: none"> • Supporting team members that are geographically dispersed • Working within an environment of incremental growth • Managing multiple competing priorities • Taking a flexible and creative approach whilst working within resource constraints • Increasing program participation of scholarship students • Identifying appropriate media and TSF profiling opportunities

Qualifications, Experience and Competencies:		
	Essential	Desirable
Education Qualifications Memberships	<ul style="list-style-type: none"> • Relevant tertiary level qualification or equivalent experience. • Current NSW Working with Children’s Check. • Current NSW drivers licence. • The incumbent will be required to use their own vehicle for work related travel (an allowance is provided for this travel). 	<ul style="list-style-type: none"> • Experience working for a social purpose organisation
	Essential	Desirable
Experience:	<ul style="list-style-type: none"> • Demonstrated experience in leading a team • Demonstrated experience working with diverse stakeholder groups • Demonstrated experience in supporting quality program implementation • Proven experience in establishing and maintaining relevant partnerships • Demonstrated experience in building and maintaining relationships with key stakeholders that a related to the delivery of a program. • Demonstrated ability to be self-motivated, self-directed and highly organised. • Demonstrated capacity to manage 	<ul style="list-style-type: none"> • Demonstrated experience working within a matrix management framework • Demonstrated experience of taking a coaching approach. • Understanding of the education sector • Experience in monitoring budgets
	Essential	Desirable
Competencies:	<ul style="list-style-type: none"> • Highly developed people management and leadership skills • Strong Interpersonal skills 	<ul style="list-style-type: none"> • Experience in leading through Coaching • Financial Management

	<ul style="list-style-type: none"> • Highly developed oral and written communication skills. Influence and negotiation skills • Able to lead discussions and work with the wider State/Territory and National team members • Presentation and facilitation skills • Capability to work independently to achieve identified goals within time constraints • Excellent organisational, administrative and time management skills • Strong skills related to computer literacy. In particular, a high degree of Excel competency and experience using a database/CRM tool • 	<ul style="list-style-type: none"> • Appreciation of broader team as customers with an expectation around service
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