

Position Description

Position Identification			
Position Title:	Team Leader, Family Services		
HRIS Position Number:	Not applicable	Effective Date:	May 2026
Location:	Coburg		
Scope of Practice:			
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Holstep Health Enterprise Agreement 2024 - 2027 <ul style="list-style-type: none"> SACS Level 6 		
Organisational Context			
Divisional:	Healthy Communities		
Reports to:	Manager, Family and Community Supports		
Program:	Family and Community Supports	Unit: Family Services	
Position Summary			
<p>The Team Leader, Family services provide day to day leadership, supervision and operational coordination to a multidisciplinary team delivering services to children and families across Merri-bek and Hume. The role supports the delivery of key programs including Strengthening Families, Restoring Families, and Parenting Children with Complex Disabilities (PCCD), ensuring high-quality, client-centred practice and positive outcomes for vulnerable families. The role will also support the implementation of a new Family Services team and act as the implementation coordinator for Restoring Families.</p> <p>Working collaboratively with the Strengthening Family Services Team Leader, the position supports coordinated, consistent, and integrated service delivery across Family Services. The Team Leader is responsible for supervising and supporting staff working with complex and diverse family needs, providing guidance, reflective practice, and ongoing professional development.</p> <p>In partnership with stakeholders across the Hume and Merri-bek Child and Family Services Alliance, the role strengthens service integration, promotes collaboration, and supports effective responses to risk and vulnerability within the community.</p> <p>The Team Leader contributes to effective service coordination, stakeholder engagement, and continuous improvement activities to ensure services remain responsive, culturally safe, and aligned with organisational and funding requirements.</p> <p>This role requires flexibility in working hours, including responding to practitioners working before or after hours.</p>			
Position Accountabilities			
Responsibilities	<ul style="list-style-type: none"> Leadership and professional practice Provide day to day leadership, supervision and support to the Family Services team delivering Strengthening Families and working in partnership with Restoring Families, and Parenting Children with Complex Disabilities (PCCD) programs. Support the effective delivery of Family Services in line with program requirements and organisational policies and procedures including the development and continuous improvement of systems, processes, and administrative frameworks. Contribute to operational, program, and service planning aligned with organisational strategy and business objectives. 		

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	<ul style="list-style-type: none">• Drive innovation and continuous improvement in service delivery and program outcomes.• Promote high-quality, family-centred, culturally responsive, inclusive, and evidence-informed practice.• Contribute to the development, implementation, and review of program and organisational policies and procedures.• Build and maintain effective stakeholder relationships and represent the organisation in relevant networks, committees, and forums.• Facilitate and chair meetings as required. <p>Service Delivery</p> <ul style="list-style-type: none">• Promote accessible and inclusive services that respond to the needs of diverse communities.• Oversee coordinated, collaborative, care-team-based service delivery.• Maintain effective working relationships with internal teams and external service partners.• Support case allocation and service coordination processes.• Support continuous improvement activities through feedback, service data, and practice reflection.• Embed lived experience perspectives in service design and delivery.• Respond to service delivery issues and incidents in consultation with management when required <p>People Leadership</p> <ul style="list-style-type: none">• Assist with identifying practice issues, risks, and staffing concerns and escalate where required.• Lead, mentor, and support staff to deliver high-quality services.• Foster a positive, inclusive, respectful, and high-performing team culture.• Support staff wellbeing, engagement, and capability development.• Promote accountability, teamwork, and continuous learning.• Support staff to maintain professional knowledge and apply current research and best practice. <p>Operations and Administration</p> <ul style="list-style-type: none">• Oversee case allocation, workload management, and service delivery priorities.• Ensure timely allocation, referral, and closure of cases.• Support the implementation of policies, procedures, and systems.• Monitor service performance, staffing, and operational requirements.• Ensure accurate and timely data management, reporting, and documentation.• Contribute to business planning, program evaluation, and continuous improvement.• Ensure compliance with legislation, service standards, funding guidelines, and contractual obligations, including safe outreach and home visiting practices.• Monitor and support achievement of program targets, KPIs, and funding outcomes. <p>Other Duties and Accountability</p> <ul style="list-style-type: none">• Participate in organisational reporting, review processes, and reflective practice forums.
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	<ul style="list-style-type: none"> • Contribute to annual staff and program reviews, including individual performance reviews. • Maintain accountability for achieving key performance objectives. • Undertake any reasonable additional duties as directed by Holstep Health
<p>Safety and Risk</p>	<ul style="list-style-type: none"> • Incorporates computer-based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods of more than 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity • May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality, Risk & Compliance</p> <ul style="list-style-type: none"> • Proactively identify, assess, and manage risks in line with organisational requirements • Ensure compliance with Holstep Health policies, procedures, funding agreements, and relevant legislation (including child safety and mandatory reporting) • Embed child safety, wellbeing, and protection principles across all practice • Contribute to continuous quality improvement activities, including consumer participation where appropriate • Support a safe, respectful, and collaborative workplace culture • Maintain responsibility for personal and team health, safety, and wellbeing • Support incident management, contingency planning, and escalation processes as required • Ensure accurate reporting, documentation, record-keeping, and data governance compliance • Monitor and support effective use of resources, including brokerage expenditure • Participate in mandatory training and ongoing professional development <p><i>Holstep Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
<p>Capabilities</p>	<p>All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Holstep Health's Capability Matrix.</p>
<p>Key Selection Criteria</p>	

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<p>Essential</p>	<ul style="list-style-type: none"> • Tertiary qualification in Social Work or equivalent as determined by Holstep Health. • Minimum four years' experience in Child Protection and/or Family Services, including demonstrated experience working with families with complex needs. • Demonstrated experience in counselling, casework, and case management with vulnerable children, young people, and families. • Demonstrated experience in providing line and clinical supervision, including relevant training and the ability to lead, mentor, and support staff. • Demonstrated experience in developing, leading, and managing programs or services delivering high-quality, family-centred outcomes. • Extensive knowledge of the Child Protection and Family Services sector, including relevant legislation, regulatory frameworks, and service systems. • Advanced knowledge of the Best Interests Case Practice Model, the Children, Youth and Families Act 2005, and the MARAM Framework. • Strong ability to assess, analyse, and respond to risk and safety concerns for children and young people. • Sound knowledge of child development, attachment theory, trauma-informed practice, and strengths-based approaches to working with families. • Demonstrated understanding of, and ability to apply, culturally responsive and inclusive practice, including working effectively with Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, and LGBTIQ+ individuals. • Highly developed organisational, time management, and prioritisation skills, with the ability to manage competing demands and meet deadlines. • Highly developed interpersonal, written, and verbal communication skills, including negotiation, problem-solving, and stakeholder engagement. • Demonstrated ability to analyse, review, and improve systems and processes to enhance service efficiency and effectiveness.
<p>Desirable</p>	<ul style="list-style-type: none"> • Experience in developing, facilitating, and evaluating group programs. • Specialist post-graduate training in a relevant field (e.g. family therapy, infant mental health, or related disciplines). • Demonstrated experience working within complex service systems, including family violence, alcohol and other drugs, and mental health sectors. • Well-developed community engagement and inter-agency partnership skills. • Experience working in the Northern Metropolitan Region.

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Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Working with Children check• Current full or probationary Drivers Licence• Right to work in Australia• Statutory Declaration• Immunisation Category B
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