

Position Description

Team Leader

Location:	Kowanyama	Reports To:	Program Coordinator
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 5	PD Date:	March 2026

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We are dedicated to creating a culture where physical, psychological, and emotional safety is a priority and to actively embed strong health and safety practices in our everyday work.
- We are committed to diversity, equity and inclusion, creating a workplace where everyone belongs and delivering inclusive, culturally safe and affirming services.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values, which guide how we work and interact. You will be part of a *team* that is *professional, ethical, caring, courageous* and *collaborative* and we expect you to demonstrate these behaviours throughout your career with us.

About Cultural Humility

Act for Kids is committed to truth-telling and walking alongside Aboriginal and Torres Strait Islander children, families and communities on a journey of healing, self-determination, and hope. We acknowledge our responsibility to lead with respect, authenticity and cultural humility, creating culturally affirming and safe workplaces. We are committed to the recruitment and retention of First Nations team members and provide opportunities for meaningful connection and cultural peer support.

About the program

Act for Kids provides a SafeKIDS program in the Far North Queensland Cape and Gulf areas and Cairns. We operate Safe Houses in the remote Aboriginal communities of *Aurukun, Doomadgee, Pormpuraaw, Napranum* and *Kowanyama* for kids who have been removed from their families while the Department of Child Safety Youth and Women investigate child protection concerns. We also have a *Family Reunification House*, located in Cairns, that provides fully supported residential care for a large

sibling group of children who are in the process of being reunified with their parents whilst giving additional support to the parents.

About the position

The Kowanyama House is in the Far North Queensland Cape area. The Team Leader is responsible for the oversight of the general day-to-day operations and to ensure the Kowanyama Safe House is a physically and emotionally safe place for children to reside whilst waiting for reunification or placement.

As Team Leader, you will predominately work across a Monday – Friday roster, however, there is a requirement to be available on occasion on weekends, evenings and sleepover shifts. In addition, this role is required to participate in the on-call roster system to provide after hours and weekend guidance to all the safe houses should they require it. This role would suit an individual who has the dedication and experience to be a Team Leader within a therapeutic family reunification service model.

Key responsibilities

Team Leadership and Supervision

- Lead, coach and develop a team of Residential Support Workers to provide trauma informed and culturally safe care to children and young people based on the Hope and Healing Framework.
- Provide regular feedback and communication to team members via team meetings and supervision “Dadirri”.
- Build trusting relationships with each team member to ensure any emerging issues regarding availability or capacity to care for children is identified early.
- Train and support team members through inductions and enforcement of training including but not limited to incident reporting, standards of care, prohibited practices, case notes, family contact, positive behaviour support, medication management and managing high risk behaviour.
- Provide regular updates and communication to team members on my care plans and family contact arrangements to enable team members to effectively work with the children and their families.
- At times provide operational support on the floor to the team to role model expectations of quality of care.
- Proactively build cultural and community knowledge and competency by keeping up to date of community activities, talking to local staff members and participating in events and networking opportunities.
- Build and maintain good relationships with Department of Child Safety, Seniors and Disability Services and other government, non-government and private agencies that work with families.
- Work with Act for Kids management and team members to develop a successful service in line with the therapeutic and cultural intent of the program.
- Follow Act for Kids policies and procedures located in SharePoint and SafeKIDS procedures as outlined in the SafeKIDS Practice Manual.
- Incorporate the Hope and Healing Framework in all care strategies for the children.
- Continue to develop your cultural competency by working closely with the Cultural Advisor on developing, implementing and maintaining a cultural practice plan individualised to your development.
- Support the team to work with all the family members involved in the reunification process.

House Operations

- Work closely with the Program Coordinator on the day to day running of the house, including but not limited to:
 - Understand and work to budgets when undertaking household purchasing and stock control.
 - Develop team member rosters that are equitable and provide consistency to meet the children’s needs, while also allowing for staff unavailability at short notice.

- Vehicle maintenance, cleanliness, and safety.
- Risk assessment of events and emergency preparations i.e., cyclone preparations.
- Prepare and deliver audit compliance on Operations and Practice including for the Department of Child Safety, Seniors and Disability Services and for HSQF audits.
- Follow and promote all Act for Kids policies and procedures and comply with best practice Workplace Health and Safety.
- Work closely and lead other members of the team to keep within Program guidelines, policies and procedures and to record data and information about the running of the house.
- Adapt to and work with the fluctuating circumstances and the varying needs of the house environment.

Child / Young Person Support

- Lead a team of direct care team members in providing quality trauma informed care aligned to the Hope and Healing Framework to children placed with the service:
- Provide a home environment for the children in the safe house by looking after their emotional, physical, cultural, relational, and spiritual needs.
- Ensure there is effective activity and meal planning that incorporates the views of the children and young people.
- Provide access to school and learning activities, teaching children new skills, and planning fun leisure and recreational activities for children to engage in.
- Responding calmly to stressful situations and children who are upset and who have challenging behaviours and/or high needs. Complete incident reports and Positive Behaviour Plans, as required.
- Help to encourage positive relationships between the children and their family and be a good role model as a house parent.
- Be mindful of Aboriginal and Torres Strait Islander child rearing practices and how that translates to quality care of children in the cultural context.
- Work closely with the Program Coordinator with the day-to-day care of the children, including:
 - Maintain child files and ensure all departmental documentation is in order.
 - Develop, implement, and review care plans for individual children.
 - Compose regular summary reports for Child Safety Services, Department of Child Safety, Seniors and Disability Services.
- Lead and influence team members in best practice strategies for caring for children in a therapeutic service model.
- Identify and acquire child resources and child specific needs i.e., educational toys, school needs.
- Advocate for the needs and rights of the children.

Social Environment

- Lead the team in the creation and fostering of a warm, structured, secure environment and maintain an accepting and supportive relationship with family and community contacts of each young person.
- Participate in a positive manner in any internal and external case conferences, Department of Child Safety, Seniors and Disability Services planning and review processes and other meetings as appropriate.
- Lead the team to collaborate with organisations to support each child and young person's placement plans, including community integration and eventual transition to family or alternative placement.
- Contribute to the ongoing development of appropriate expectations in conjunction with the Program Coordinator, case management team, residential staff, and children/young people.
- Provide a positive leadership role model in conjunction with the Residential Support Workers for each child/young person.
- Maintain the physical environment to an adequate standard that creates a sense of pride and warmth for children/young people living in the home.

Other

- Ensure compliance with all Act for Kids policies and procedures.
- Strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in alignment to national and state child safe principles and standards.
- Consistent awareness of child-safeguarding risks and applies established risk-management practices to identify, report and mitigate risks in accordance with organisational policies and legal requirements.
- Ensure compliance with Work Health and Safety legislation, organisational policies and procedures, take reasonable care for own health, safety and wellbeing and that of others, and report hazards, incidents, injuries as soon as practical.
- Actively participate in regular supervision and Individual Development Plan (IDP) process.
- Maintain confidentiality and privacy in all matters relating to team members, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other team members to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative*.

About you

Qualifications

- A diploma in a relevant discipline (allied health, social work, human services).
- Therapeutic Crisis Intervention (TCI) training would be well regarded.
- Current Senior First Aid certificate or the ability to acquire.

Skills and experience

- Demonstrated skills and experience working within a trauma informed framework.
- Experience in mentoring of employees through challenging situations to ensure children in the house are given the best level of care.
- Demonstrated ability to run a busy household that meets service contract requirements.
- Demonstrated skill, ability, and experience in caring for and raising children.
- A strong personal commitment to transparency and accountability.
- A good understanding of Aboriginal engagement and culture.
- Knowledge about the child protection system and apply learnings in the workplace.
- Knowledge about child development, attachment, and the effects of trauma on children and apply learnings in the workplace.
- Good problem solving and communication skills, both face-to-face and written.

Other requirements

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Willingness to undergo and pass a Suitability Check before engagement in the provision of care services by licensed out-of-home care service providers under the Child Protection Act 1999 and Child Protection Regulation 2011.
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.

Other information

Applicants are encouraged to apply even if they do not meet every requirement of the role. When assessing applications, the panel will consider performance and achievements in the context of individual circumstances.

We recognise that career paths are not always linear and that personal circumstances, career interruptions or periods of leave may have influenced work history. This means we will focus on the quality and impact of achievements, alongside experience and qualifications (where required), when assessing suitability for the role.

Act for Kids warmly encourages applications from Aboriginal and/or Torres Strait Islander peoples.