



## Position Description

Title of the role:	Team Leader
Classification:	SCHADS Level 5
Schedule:	Schedule B
Program Area:	Community Living Supports (CLS)
Location:	CLS regions across NSW
Reports to:	Program Manager
Last Revised:	May 2026

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people with mental health issues, disabilities, youth and older Australians and those requiring community care. Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds are encouraged to apply.

## Our Values

### Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

### Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

### Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

### Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

### Participation:

- We promote participation and transform lives and communities
- We value the expertise and contribution of everyone we work with
- We build knowledge and lead conversations

## Recovery and Support Services

Wellways provides a range of recovery and support services in mental health (psychosocial services); disability support and Carer services. All our services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

## Program Summary

Community Living Support (CLS) is a NSW Government funded initiative that provides individually tailored, person-led, community based psychosocial support services for people aged 16 years and older, who experience severe mental health issues.

Wellways delivers CLS in a number of catchments across NSW. At present, we provide these services in:

- Western NSW
- Murrumbidgee & Albury
- Illawarra
- Mid North Coast
- Nepean Blue Mountains

CLS supports are delivered in close partnership with Local Health Districts, with a focus on coordinated and integrated care. CLS, a non-clinical service, offers people flexible hours and types of support that meets a person's current needs and goals. All services are provided within the context of a recovery model and in a way that empowers individuals to live in the community with self-determination and independence. As such, CLS provides people with hands on, practical support in addition to facilitating connection to, and working with other supports.

All Wellways services are informed by Wellways' Well Together Model, Practice Principles, Program Pathways and Recovery Frameworks.

## Position Summary

Reporting to a Program Manager, Team Leaders support the day-to-day operations of the CLS program at the Local Health District or sub-district level. Team Leaders achieve this by:

- Supervising, mentoring and supporting team members to develop their own practice, manage their time and coordinate priorities
- Supporting Program Managers with administrative tasks
- Taking responsibility for various functions delegated to them such as reporting and data management
- Leading special projects

Key responsibilities of Team Leaders include:

- Coaching and leading team members in the use of innovative and supportive practices
- Providing supervision and reflective practice to their team
- Ensuring high quality, safe and effective recovery orientated practice is being delivered consistently
- Ensuring the timely entry and integrity of information entered into the client management system
- Supporting regional partnerships and stakeholder relationships, especially the relationship with the Local Health District
- Management of the employee lifecycle, including recruitment, selection, onboarding, development, end of employment and succession planning activities
- The implementation of training and other staff development strategies
- Reporting for quality, contractual and evaluation purposes
- Promotion of the regional service offer
- Taking responsibility for the management and care of the resources allocated to the Team Leader's particular area – including property, vehicles and IT

Team Leaders facilitate teams to work in an integrated fashion. Integrated teams work together to ensure that support is provided continuously and seamlessly, including at night, on weekends, on holidays and during periods of leave. To achieve this, Team Leaders support CLS teams and other services to ensure that participants have access to the supports that they need, when they need them.

An essential part of every Team Leader's role is to ensure the timely and accurate recording of participant information and data. Team Leaders are responsible for ensuring that their teams complete daily, weekly and monthly data entry and maintain file notes, as well as various program documentation such as recovery assessments and plans, risk assessments, referral documentation and more.

Team Leaders are required to travel across the region, including overnight stays where required and occasional weekend, public holiday work. This role is predominantly on-site. The nature of program operations, team leadership and stakeholder engagement requires regular physical presence across program sites and the region.

As integrated members of a regional team, Team Leaders work alongside regional peers and collaborate to achieve mutually beneficial outcomes.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Program Operations – Team Leader</b> At the local level, manage the program, people and resources / assets within the framework of the organisations policy and procedures, all applicable legislative standards, and contractual requirements</p>	<ul style="list-style-type: none"> <li>• Management of the end-to-end employee lifecycle, including recruitment, selection, onboarding, development, end of employment and succession planning activities</li> <li>• Induct, orientate, support, supervise and develop staff to achieve program outcomes in line with Wellways standard employment processes</li> <li>• Conduct individual and group-based PDR supervision and reflective practice in line with Wellways policy, ensuring records are kept appropriately</li> <li>• Review recovery and peer worker caseloads, ensuring high quality, safe and effective recovery orientated practice is being delivered consistently throughout the program</li> <li>• Attend complex care reviews alongside staff and care teams</li> <li>• Provide individual support to program participants as needed, and support program staff by providing 2-up support when needed</li> <li>• Chair team, stakeholder and governance structure meetings</li> <li>• Attend allocation and review meetings with each LHD</li> <li>• Manage the overall program caseload across each LHD</li> <li>• Audit participant files to ensure required documentation is retained and records are contemporaneously maintained</li> <li>• Ensure individual service plans for participants of the program are in place and are continuously reviewed</li> <li>• Ensure all staff have completed and maintain mandatory and other training identified in Wellways learning pathways within the required timeframes</li> <li>• Develop and maintain collaborative relationships and partnerships with a wide range of stakeholders, especially with the Local Health Districts and ACCHOs</li> <li>• Collaborate with Local Health District and community-based clinicians to ensure safe, effective and timely clinical care is provided in conjunction with the program</li> <li>• Lead the reporting and management of risks and incidents to participants, staff and community</li> <li>• Manage mandatory reporting requirements</li> <li>• Prepare detailed reports for quality, contract and evaluation purposes</li> <li>• Promote the regional service offer</li> <li>• Manage and care for the resources allocated to the Team Leader’s particular area – including property, vehicles and IT</li> <li>• Support program managers to perform periodic property management and maintenance tasks.</li> <li>• Investigate and respond to participant complaints/issues, following Wellways policy and procedure</li> <li>• Contribute to the development of tenders and grant applications</li> </ul>
<p><b>Recovery Practice</b> Provide direct support to participants, family members</p>	<p>Working in the context of the individual, the family and the community:</p> <ul style="list-style-type: none"> <li>• Engage participants and develop professional and trusting relationships that; establish (or re-establish) a positive personal identity /sense of self;</li> </ul>

<p>and carers, working alongside the integrated team and other service providers</p>	<p>build (or re-build) a meaningful life; and encourage responsibility and support to exercise choice and control</p> <ul style="list-style-type: none"> <li>• Work alongside participants to identify areas of need using Wellways assessment and outcome measurement tools</li> <li>• When needed, work alongside participants, their care team and family / carers to develop Individual Recovery Plans that incorporate self-identified recovery goals</li> <li>• Work with participants, their families / carers in collaboration with treating clinicians, to identify strategies to cope with psychological and suicidal distress utilising safety plans</li> <li>• Deliver evidence-based psychosocial support within scope of practice and competency</li> <li>• Actively collaborate with Local Health District and/or community-based treating clinicians to ensure safe, collaborative and effective clinical care</li> <li>• Provide direct, practical support to participants through individual and group-based activities that support participants to attain the skills required to meet their goals</li> <li>• Encourage and facilitate connection to and participation in a range of natural and community-based activities that support the achievement of recovery goals, including other Wellways services</li> <li>• Support family members and carers, guided by the principles of family sensitive practice, utilising tools such as integration in care planning and review and single session family consultation.</li> <li>• Provide services in a culturally competent and safe manner for participants and families from Multicultural backgrounds and Aboriginal and Torres Strait Islander backgrounds</li> <li>• Provide safe spaces for LGBTIQ+ participants and their families/carers</li> </ul>
<p><b>Compliance, Safety and Continuous Improvement</b> Ensure all documentation is completed in a timely and accurate manner</p>	<ul style="list-style-type: none"> <li>• Complete operational and administrative requirements including file notes, assessments, recovery plans and record participant data on the same day in which the information is obtained</li> <li>• Provide reports, records and case studies to the Program Manager on a regular basis and as required</li> <li>• Maintain safe work practices and a safe and healthy environment in accordance with Wellways occupational health and safety policies and legislation</li> <li>• Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards</li> <li>• Participate in service review and development activities, including audits</li> </ul>
<p><b>Consumer and Carer participation</b> Engage in ongoing consultation with participants, family members and other relevant parties</p>	<ul style="list-style-type: none"> <li>• Support the engagement of participants, family members and carers in the planning, delivery, development, monitoring and evaluation of services by supporting participants to participate in co-production activities, including but not limited to interviews, service design and review activities and reference groups</li> <li>• Regularly review the ways in which services are provided to ensure the program is aligned with individual needs</li> <li>• Encourage and support participants to provide feedback about their experience of service, including compliments and complaints</li> </ul>

<p><b>Team Effectiveness</b> Work as an active member of the team to ensure the achievement of program goals</p>	<ul style="list-style-type: none"> <li>• Work as part of the team on the basis of an ethos of collaboration, co-operation and mutual support</li> <li>• Support on-going development of an environment based on shared accountability, effective knowledge sharing and providing feedback</li> <li>• Manage and plan own work, monitor own work outcomes</li> <li>• Actively participate in team meetings, service planning sessions, performance development and review, supervision and staff development activities</li> <li>• Actively build relationships and work collaboratively across Wellways</li> <li>• Support and supervise volunteers and students in their engagement or placement with Wellways</li> </ul>
<p><b>Organisational Alignment</b> Contribute to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation</p>	<p>Actively work with the team to ensure:</p> <ul style="list-style-type: none"> <li>• The programs reflect the core values of Wellways</li> <li>• Supports are delivered within Wellways' Practice Frameworks, the Well Together Community Recovery Model and evidence-based practice</li> <li>• Programs are reviewed to ensure they reflect individual needs</li> <li>• Quality systems and standards are incorporated to support continuous improvement</li> <li>• Effective relationships are established and maintained with other organisations</li> </ul>
<p><b>Stakeholder Engagement</b> Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> <li>• Work with the service system and the community to ensure an integrated response</li> <li>• Participate in program promotion and develop appropriate linkages with other community agencies, clinical services and other Wellways programs</li> <li>• Participating in the development and delivery of community education in relation to mental health</li> <li>• Representing Wellways in a variety of settings, including interacting other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<p><b>Selection Criteria (Qualifications &amp; Essential Requirements)</b></p>	<ul style="list-style-type: none"> <li>• A contemporary understanding of mental health issues and recovery orientated mental health practice</li> <li>• Capacity to continuously develop recovery and leadership practice in response to supervision, reflection, training, practice experience and feedback</li> <li>• Extensive experience managing and leading a team with an ethos of collaboration, kindness co-operation and mutual support, based on Wellways values</li> <li>• Relevant tertiary level qualification in Mental Health or Community Services, with substantial experience; or a combination of experience, expertise and competence sufficient to perform the duties required at this level. Capability to develop rapport and activity engage with people from all walks of life, including people from diverse backgrounds and with diverse orientations</li> <li>• Experience working alongside clinical mental health services to achieve collaborative outcomes</li> <li>• Capability to perform participant-led assessment and planning activities</li> <li>• Experience delivering evidence-informed psychosocial support within scope of practice and competency</li> <li>• Ability to solve problems with reference to procedures and instruction</li> <li>• Capability to work with multicultural communities</li> <li>• Demonstrated ability to work independently and as part of a team</li> <li>• Computer literacy in Microsoft Office (Word, Excel, Outlook) and internet applications</li> <li>• Able to demonstrate a professional level of literacy and numeracy appropriate to the role</li> <li>• Satisfactory Police Records Check</li> <li>• Satisfactory Working with Children Check</li> <li>• Right to Work within Australia</li> <li>• Completion of NDIS Quality and Safeguards Module 'Quality, Safety and You'</li> <li>• Current valid Driver Licence</li> <li>• The ability to undertake some travel</li> <li>• Ability to participate in out of hours activities as required to undertake the role</li> <li>• NDIS Worker Screening Check</li> </ul>
<p><b>Desirable skills and knowledge</b></p>	<ul style="list-style-type: none"> <li>• Previous program leadership experience, especially across a large geographical area</li> <li>• Demonstrated values aligned team leadership experience</li> <li>• Experience delivering / implementing Family Sensitive Practice</li> <li>• Experience working with Multicultural Communities</li> <li>• Experience working with Aboriginal and/or Torres Strait Island people</li> <li>• Experience working with people within the LGBTIQ+ community</li> <li>• Competency in co-design and co-production techniques and methodology</li> </ul>

<p><b>Relevant skills and qualities</b></p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills, verbal and written including the ability to complete detailed reports in a timely manner</li> <li>• Highly developed verbal and written skills, including the ability to write clear, concise and inclusive file notes and reports</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with staff and other key stakeholders.</li> <li>• Approachable and accepting manner and attitude.</li> <li>• Able to work in partnership with participants, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers.</li> <li>• Able to see things from others point of view and confirm understanding of that point of view.</li> <li>• Able to express personal views in a constructive and diplomatic manner.</li> <li>• Able to reflect on how one’s own emotions impact on others.</li> </ul> <p><b>Organising and Planning</b></p> <ul style="list-style-type: none"> <li>• Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.</li> <li>• Able to develop and implement systems, procedures and work practices to guide work and track progress.</li> <li>• Able to organise and manage time effectively so that outcomes can be achieved.</li> <li>• Able to recognise barriers and find effective ways to deal with them.</li> <li>• Able to identify processes, tasks and resources required to achieve a goal</li> </ul> <p><b>Self Management</b></p> <ul style="list-style-type: none"> <li>• Able to understand and adhere to professional ethics and boundaries</li> <li>• Able to demonstrate self-reflective practice, identify areas for further professional or personal development, and actively participate in regular supervision</li> <li>• Able to work alone, off site and independently</li> </ul>
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## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: Varies by region

Travel Percentage: As required

On Call: n/a

Special Requirements: n/a

## Attachment 1

### Wellways Organisational Structure

