

## POSITION DESCRIPTION

General Information	
<b>Position Title:</b>	<b>Team Leader, Learning for Life</b>
<b>Incumbent:</b>	
<b>Function &amp; Team/Program:</b>	<b>State and Territory Operations</b>
<b>Location(s):</b>	<b>Bairnsdale/Morwell - Victoria</b>
<b>Manager's Position Title:</b>	<b>Eastern Vic &amp; TAS – State and Territory Manager – LFL Operations</b>
<b>Manager's Name:</b>	<b>Antony Giannini</b>
<b>Date Prepared:</b>	<b>June 2026</b>
<b>Prepared By:</b>	<b>National Manager, Learning for Life Operations</b>
<b>Approved By:</b>	<b>Head of State and Territory Operations</b>

Primary Purpose of this Position
<p>To provide leadership and support to a team responsible for the delivery of <i>Learning for Life</i> programs in accordance with practice guidelines, program fidelity requirements and internal processes, within their communities of responsibility. It is possible that this team will be geographically dispersed.</p> <p>This role will build a strong cohesive team environment that allows for data led, strategic decisions around where and how we deliver the <i>Learning for Life</i> program.</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	
<b>Direct Reports to this Position</b> By Position Title	<b>Indirect Reports</b> Total Number
1. Family Partnership Coordinators	1. Volunteers (if applicable)

2. Programs Coordinators	
3. Other related roles as applicable	

**Financial Dimensions controlled by this Position**

Direct control	Indirect control
Operating expenditure relating to program delivery as outlined in local budgets.	<ul style="list-style-type: none"> <li>Expenditure as it relates to <i>Learning for Life</i> sites</li> <li>Ensuring funded programs are acquitted as obligated</li> </ul>

**Other Dimensions of this Position**

This position will provide leadership to their team through pro-active and vigorous oversight of their implementation activities aligned to state developed plans that complement national plans. The role provides clarity of expectations and inspires a sense of purpose and direction within the team. This position will role model the organisational values, our required practice framework approaches and will embed a coaching framework to develop team capability to support and drive growth.

As a leader at The Smith Family, this role will support change initiatives as they flow to your team. You will be expected to understand, embrace and embed change within your team.

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**

<b>Internal</b>	<ul style="list-style-type: none"> <li>Regional Programs Manager</li> <li>Direct team members</li> <li>General Manager</li> <li>National Team Leader group</li> <li>Practice Development Team</li> <li>National Manager, LfL Operations</li> <li>National and Program Managers/Analysts (as required)</li> <li>Story Coordinator role for media and case studies</li> <li>Corporate Service Team</li> <li>Volunteering Team</li> </ul>
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	<ul style="list-style-type: none"> <li>• Business Information Services (BIS) Team</li> <li>• People &amp; Culture Team</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Partner Schools (if applicable)</li> <li>• Community Partners</li> <li>• Volunteers</li> <li>• Other as relevant for the location of the team</li> </ul>

**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)
- Preparing annual budgets and monitoring expenditure monthly (where required)

Recommendations Expected

- 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. This incorporates work linked to categorisation of partner schools.

**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 onboard new team members

Enhance performance by having regular one on one meetings; giving and receiving feedback, acknowledging achievements and conducting formal and informal performance and development reviews and planning discussions.

Effectively apply a coaching approach to leadership by providing formal coaching opportunities in addition to coaching in the moment as appropriate

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. Be an advocate for change in an ever evolving organisation.	
Ensure compliance with all relevant organisational policies and procedures.	
Provide regular two-way feedback and communication between your team members and Regional Programs Manager.	
<b>Major Area: Program Delivery</b>	<b>% of Job: 40%</b>
Support the team to deliver programs in accordance with guidelines, agreed processes and targets. This includes our Learning for Life scholarship program and short-term, wrap around programs.	
Develop and lead a team that provides effective program delivery and engagement with families and students to support stronger student outcomes.	
Ensure child safety is at the forefront of all work undertaken by the team.	
Be accountable for the targets linked to your team. Take steps to support the team to meet targets across all program areas (including scholarships). Participate in 6 monthly reviews of planned targets.	
Ensure the team understands and applies The Smith Family outcomes and practice frameworks and requirements that support program fidelity.	
Providing clear and relevant updates, direction and support to TSF team members across different levels and functional teams	
Ensure accurate and timely data collection	
Participate in relevant practice development and process improvement teams as required	
<b>Major Area: Stakeholder Management</b>	<b>% of Job: 10%</b>
Working with your team, develop and maintain strong working relationships with partner schools and relevant community agencies	
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.	
Promote and position The Smith Family and inform the community about organisational activities through the media, and relevant forums. (where required)	
<b>Key Challenges in Achieving Goal(s):</b>	
<ul style="list-style-type: none"> <li>• Supporting team members that are geographically dispersed.</li> <li>• Ensuring core work is undertaken, even across times of vacant roles</li> <li>• Working within an environment of incremental growth and associated change this can bring</li> <li>• Managing multiple competing priorities</li> <li>• Taking a flexible and creative approach whilst working within resource constraints</li> <li>• Increasing program participation of scholarship students</li> </ul>	

<b>Qualifications, Experience and Competencies:</b>		
<b>Education/ Qualifications/ Memberships:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working for a social purpose organisation</li> </ul>
<b>Experience:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Demonstrated experience in leading a team (ideally with a coaching approach)</li> <li>• Demonstrated experience working with diverse stakeholder groups</li> <li>• Proven experience in establishing and maintaining relevant partnerships</li> <li>• Demonstrated experience in implementing change</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated experience working within a matrix management framework</li> <li>• Understanding of the education sector</li> <li>• Demonstrated experience in supporting quality program implementation</li> <li>• Experience in monitoring budgets</li> <li>• Experience in creating Psychologically safe team environments</li> </ul>
<b>Competencies:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Leadership skills</li> <li>• Strong Interpersonal skills</li> <li>• Effective communication skills across multi-modes</li> <li>• Influence and negotiation skills</li> <li>• Capability to work independently to achieve identified goals within time constraints</li> <li>• Excellent organisational, administrative and time management skills</li> <li>• Strong skills related to computer literacy. In particular, experience using a database/CRM tool &amp; pre-prepared data analytics.</li> <li>• Holds a current driver's licence</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in leading through Coaching</li> <li>• Financial Management <ul style="list-style-type: none"> <li>• A customer service mindset to support needs of key stakeholders</li> </ul> </li> </ul>