



position description

Job Title:	Kids Helpline Team Leader
Position ID:	Various
	Yuggera/Tuurbal Milton
Location:	Darug Nation Blacktown
	Docklands
Division/Programme:	Virtual Services
Immediate Manager:	Senior Team Leader
Direct Reports:	Kids Helpline Counsellors

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

purpose of the position

To provide values-based leadership, line management and practice guidance to a team of Kids Helpline practitioners, working collaboratively to support the delivery of a range of 24/7 programs across digital platforms and channels for Kids Helpline, with a focus on achieving excellence in client support and outcomes in line with **yourtown** vision, mission and values.

responsibilities

May include, but are not limited to

- People Leadership:
 - Establish, lead, coach, and manage an engaged and high performing team of individual counsellors to achieve quality outcomes for service users
 - Role model and uphold the **yourtown** Values and Behaviours
 - Provide leadership to nurture a healthy culture within and between teams that contributes to a safe, cohesive and rewarding workplace
 - Involvement in aspects of team development through recruitment & selection, onboarding & induction, training & development, ongoing performance evaluation, plans and reviews

- Foster continual individual development and growth through the identification, connection to and provision of professional development opportunities
- Ensure that direct reports meet or exceed set objectives, performance KPI targets and professional practice competencies
- Provide leadership in quality service delivery through:
 - Collaboration and practice partnering with practitioners, shift supervisors, practice supervisors, Virtual Services leaders, and where necessary clients, with a focus on achieving positive outcomes, client self-efficacy, wellbeing and safety
 - Supporting practitioners to practice with the yourtown and Kids Helpline Practice Frameworks and professional practice competencies via provision of ongoing training, skill development, coaching, feedback and group sessions/practitioner meetings
 - Ensure that practitioners are supported to understand and meet relevant **yourtown** legislative, state and mandatory reporting requirements and Safeguarding responsibilities in relation to children and young people presenting at risk of harm
 - Supporting practitioners by regularly reviewing caseloads and participating in ongoing case reviews and client safety discussions as required
 - Support practitioners by being available for non-urgent practice reflections and debriefing, case reviews and regular meetings
 - Regularly review and monitor contact records to ensure appropriate clinical and quality standards are met and areas for practitioner development are identified
 - Monitor and investigate incoming client complaints and quality assurance feedback in line with organisational procedures
 - Work collaboratively and in partnership with Shift Supervisors, Practice Supervisors and practitioners to support client safety processes and reporting
- Contribute to the operations of a professional service through:
 - Input to procedure and guideline developments and review
 - Collaboratively modelling and supporting the growth of practitioners to develop increasing levels of independence, confidence and capacity in supporting children and young people
 - Managing professional and personal boundaries, including role modelling, maintaining confidentiality, and appropriately managing professional relationships
 - Representing **yourtown** at internal and external meetings, forums and events as required
- Other Responsibilities:

- Maintain own professional development, knowledge and skills, and participate in and meet the requirements for Practice Supervision
 - Participate in other duties, tasks or projects to support Kids Helpline and **yourtown** programs and site specific operations as required
 - Demonstrate an understanding of and meet the requirements of the position and all performance expectations
 - Participate in and meet the expectations as agreed pursuant to the Organisational Performance System processes
 - From time to time you may be required to assist and work in other locations. You may also be required to travel intrastate, or interstate, as required
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance System processes
 - From time to time be required to assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our people leaders:

- Lead and manage a values aligned, safe, inclusive team through the promotion of a team culture that motivates, inspires and holds to account behaviour, professionalism, performance and service orientation
- Inspire a high performing team that consistently strives to achieve objectives and targets
- Drive employee lifecycle experiences that build, grow and maintain a team who are appropriately qualified, skilled and supported in their ongoing professional and personal development and proactively manage any required remedial action through **yourtown's** performance management framework
- Foster a team culture of learning through coaching, training, and continuous feedback methodology
- Lead and role model a culture of safety and wellbeing
- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement
- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities
- Empower your team to harness human centred design principles to design products, services, systems and experiences that address the core needs
- Actively seek to develop and align to employees' sense of purpose, enhance the development of your team in ways that unlock potential and creativity and sense of purpose

- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce

selection criteria

Essential knowledge, skills, abilities:

- Tertiary qualifications in psychology, social work, counselling or equivalent (e.g. social or behavioural sciences) and a minimum of three years' practice experience
- Ability to work flexible hours between the ordinary span of hours (7am-8pm Monday to Friday) as needed to proactively align with and support team members
- Demonstrated leadership abilities to lead, manage, support and coach an effective team to achieve performance and organisational objectives and KPIs
- demonstrated ability to provide effective leadership and collaborate with internal business partners across performance management, work health and safety (WHS), injury management and workforce planning to support sustainable team performance and organisational outcomes
- Demonstrated ability to apply organisational values and behaviours in a leadership role
- Demonstrated clinical knowledge and experience in the application of effective counselling models, processes, theories and techniques and the ability to apply this knowledge and experience to client management processes with due regard for ethical and legal responsibilities
- Knowledge and understanding of relevant ethical standards, legislation and mandatory reporting requirements at a state and national level
- Demonstrated high level communication (both written and verbal) skills, with the ability to build positive relationships to achieve successful outcomes
- High level of computer literacy and demonstrated knowledge and experience in delivering digital mental health interventions
- Demonstrated capacity to work effectively and collaboratively as a member of a multidisciplinary team, to establish and maintain professional relationships with all colleagues and stakeholders
- Ability to demonstrate a strong awareness of the impact of working in a complex and demanding role and utilise effective strategies to support practitioner and own wellbeing

Desirable knowledge, skills, abilities:

- Eligibility for registration and/or membership of relevant professional associations such as APS, AASW, PACFA

requirements

The Kids Helpline Team Leader must always:

- Comply with the relevant state or territory requirements for working with children
- Maintain satisfactory National Criminal History Check
- Comply with **yourtown** immunisations requirements
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct
- Maintain confidentiality and discretion in all matters
- Align to our mutuality of safety for self, others, and in our workplaces
- Uphold the **yourtown** safeguarding commitment in every aspect of your role

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
2.0	Viv Stark	05/06/2026	05/06/2026	Minor updates
1.1	Suzi McIntosh	11/05/2023	11/05/2023	Transfer to new PD template. Update reporting line to new KHL Service Manager. No other content change.