

POSITION DESCRIPTION

Position Title:	Client Pathways Team Leader, Post Separation Services
Position Type:	Full time
Location:	Deakin, ACT
Reporting Relationship:	Manager, Post Separation Services
Position Classification:	The position is classified at Band E in accordance with the RACR Enterprise Agreement
Reviewed:	5 March 2026

Relationships Australia Canberra and Region (RACR) honours Australia's First Peoples. RACR expects every member of staff to work towards their own cultural awareness and fitness and participate in cultural training and discussions during the course of their work.

Position Summary

The role is responsible for managing administrative operations and case support functions across PSS, ensuring seamless service delivery and high-quality client experiences. This position plays a central role in supporting the client journey from the initial point of contact through to the completion of their intervention, providing continuity, responsiveness, and operational excellence.

Bringing a specialist clinical lens, the role contributes valuable insight into client needs, service pathways, and the overall experience within PSS. The position oversees and supports the Administrative and Family Advisor functions, ensuring effective workflows, consistent standards, and alignment with organisational requirements.

Working collaboratively with the broader PSS team, the role contributes to advancing the service's vision and driving excellence in practice, administration, and client engagement.

Duties

In consultation with the Director and Manager, the Team Leader is responsible for:

- Through the development of policy, practice and guidelines leads and manages the day-to-day work of the team to ensure a high level of client service.
- Oversee and support staff across multiple locations, including remote employees, ensuring they receive timely advice and assistance. Travel to other RACR sites maybe required.
- With the support of the PSS Managers and Senior Practitioners managing client risk issues to influence operational activities.
- Managing case allocation and working with the Senior Practitioners to oversee quality of clinical and case note documentation to support clinical governance processes
- Liaising and managing relationships with internal and external stakeholders, including governmental agencies and act as point of contact for all representatives relevant to programs.
- Contribute to the development of organisational policies, procedures and resources, consulting and communicating with affected teams and stakeholders as needed.
- Providing subject matter expertise and advice on inclusion of children and young people voice in operational process
- Use analytical skills by contributing to program management reports and ensuring up to date and accurate data
- Participating in leadership meetings, committees and planning sessions to identify improvements and provide advice in service delivery.
- Demonstrating a commitment to the safety (including cultural safety) and the wellbeing of children and young people and support RACR's adherence to the National Principles for Child Safe Organisations by attending child safe training and demonstrating child safe principles in their work and interaction with others.

- Performing other duties as requested, consistent with the classification of the position and in line with the principles of multi-skilling.

Selection criteria

1. Demonstrated significant experience in the field of Social Work, Psychology, Counselling or Social Science, Law or related area.
2. Demonstrated experience in team leadership, communication, and problem-solving skills, including the ability to build and develop relationships with colleagues, clients and their families and external groups.
3. Demonstrated experience in overseeing and maintaining ability to oversee and maintain clinical safety and quality standards, ensuring compliance with best practices, and delivering safe, effective, and client-centred care.
4. Demonstrated ability to oversee caseloads involving clients with multi-faceted needs, including screening, intake, assessment, and intervention.
5. Demonstrated ability to prioritise workloads and to lead the team to deliver on challenging objectives in a timely manner.
6. Experience working with a wide range of clients from diverse backgrounds including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse individuals and communities and LGBTIQ communities.

Desirable

7. Tertiary qualification in the field of Social Work, Psychology, Counselling, Social Science, Law or related area.
8. Current registration with at least one of the following professional associations: Australian Psychological Society (APS), Australian Health Practitioner Regulation Agency, the Australian Association for Social Workers (AASW), Psychotherapy and Counselling Federation of Australia (PACFA) and Australian Counselling Association (ACA) is preferable.

Special requirements

- Capacity to work outside of normal business hours occasionally and willingness to travel to support RACR services
- Must provide current proof of registration for the NSW Working with Children Check/ ACT Working with Vulnerable Persons card
- Commitment to mission and values of Relationships Australia Canberra & Region.
- Understand and embed restorative principles in their work and interaction with others.
- Prepared to undertake a police check.