

POSITION DESCRIPTION

Date	August 2026
Position Title	Site Leader - Children's Therapy and Family Support Services
Reports to (position title)	Senior Manager ECI and Foundational Supports
Department	Children's Therapy and Family Support Services
Employment Type	Full Time

ORGANISATIONAL CONTEXT

bestchance Child Family Care is an independent, not-for-profit, community organisation operating across 35 locations in Victoria and a Head Office in Glen Waverley.

bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC), Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

For all children, families and individuals to thrive in their community.

VISION

Inclusion we include everyone regardless of their background, needs or circumstances

Care We nourish and nurture resilient relationships

Education We develop skills and knowledge to build capacity and resilience.

VALUES

Safety Always	We are responsible, both individually and collectively, for prioritising physical, emotional and cultural safety and we are confident to hold each other to account.
----------------------	--

Collaboration & Courage	We invite collaborative thinking, cooperation and constructive risk-taking to achieve our full potential.
Integrity & Accountability	We do what we say, own what we do and learn from our mistakes.
Respect & Inclusion	We foster a culture of belonging, built on mutual respect, positive communication, active listening and recognition of everyone's right.
Innovation & Improvement	We embrace a philosophy of creative thinking by stepping out of our comfort zones and exploring new ideas to achieve for good.

POSITION PURPOSE

The purpose of this position is to lead a Clinical team who support children with developmental delays and disabilities, and their families, to reach their full potential.

PRIMARY OBJECTIVES

This position will lead a transdisciplinary team of Allied Health professionals, to provide high quality services, integrating the developmental and therapeutic needs of children, to increase children's meaningful participation in daily life.

KEY SELECTION CRITERIA

1. People Leadership and Culture

- Lead, coach, and develop a multidisciplinary team of allied health professionals to deliver exceptional services to children and families.
- Foster a culture of accountability, respect, and collaboration, aligned with organisational values.
- Conduct regular performance conversations and support staff development through coaching, mentoring, and training opportunities.
- Drive staff engagement and wellbeing, ensuring a psychologically safe and inclusive work environment.

2. Operational and Performance Management

- Support the team to achieve agreed performance targets and KPIs, including productivity, client satisfaction, and service access metrics.
- Oversee day-to-day team operations, ensuring efficient scheduling, resource management, and service delivery processes.
- Implement and monitor systems that support service excellence, team efficiency, and continuous improvement.
- Ensure data integrity and timely reporting to support business analytics and decision-making.

3. Quality and Risk

- Promote a culture of quality assurance and continuous improvement.

- Ensure compliance with NDIS practice standards, organisational policies, and legislative requirements.
- Identify and proactively manage risks affecting service delivery or team performance.

4. Stakeholder Engagement

- Build and maintain positive working relationships with families, carers, community agencies, educational institutions, and other stakeholders.
- Maintain positive referral pathways with internal stakeholders, and smooth referral pathways between departments and support interdepartmental collaboration and cooperation opportunities.
- Represent the organisation in forums, networks, and external stakeholder meetings to advocate for the needs of children and families and represent bestchance programs.
- Collaborate with internal support teams (e.g., WHS, administration, finance) to ensure a seamless client journey.

5. Business Development and Innovation

- Identify opportunities to grow and diversify services within the children's therapy space.
- Contribute to business development initiatives including tenders, service proposals, partnerships, and pilots.
- Support marketing and outreach activities to promote the organisation's services within the community.

REQUIRED EXPERIENCE AND QUALIFICATIONS

- Experience leading teams within a multidisciplinary Allied health environment, preferably in health, community, disability, education, or human services sectors.
- Strong working knowledge of the NDIS, children's services, and service delivery frameworks.
- Proven ability to lead high-performing teams and drive achievement of KPIs and strategic goals.
- Excellent communication, coaching, conflict resolution, and interpersonal skills.
- Passionate about early intervention and family-centred practice.
- Tertiary qualifications in business management, health management, human services, or a related field.

PERSONAL ATTRIBUTES

- People-first leadership style that motivates, supports, and fosters team accountability and growth.
- Solutions-oriented with a proactive approach to challenges and continuous improvement.
- Growth mindset with ability to engage with and grow external stakeholders and potential referral partners.
- Strong organisational and time management skills.

- Professional, ethical, and committed to equity and inclusion.

OTHER REQUIREMENTS

Working with Children Check (Employee - Victoria)

National Police Check (current or within 12 months)

NDIS Worker Screening Check (or willingness to obtain)

Unrestricted Victorian driver's license and access to a reliable vehicle for work related travel