

Position Description

JOB TITLE **Team Leader, Integrated Programs**

DATE July 2026

REPORTS TO **Manager, Program Operations & Innovation**

Primary Purpose of Position: The primary purpose of the Team Leader, Integrated Programs role is to lead Odyssey House NSW's Integrated Programs. A key function of the role is to deliver a collaborative model of care. The Team Leader provides leadership, operational support and guidance to associated team staff, ensuring the team meets required activities and KPIs. The Team Leader may be required to support a caseload of their own and will support the Programs Manager in compliance and reporting activities.

Odyssey NSW is a community organisation that works at reducing addiction and its' impact on individuals, families, carers, and communities.

Our Vision: A world free of addiction.

Our Purpose: To build safe and healthy communities by reducing the impact of substance use on individuals, families, carers and communities.

Our Values:

Respect We demonstrate consideration and regard for the feelings, beliefs and rights of others.

Integrity We act with honesty and adhere to consistent moral and ethical values and principles through our personal and professional behaviours.

Professionalism We are committed to excellence by maintaining our professional boundaries and fulfilling responsibilities in an accountable, inclusive and objective manner.

Creativity We trust in our limitless potential.

Location: As per contract requirements.
This role may require travelling between other Odyssey House NSW sites as required.

Employment Status: Full Time

Position Description: Team Leader, Integrated Programs

POSITION DESCRIPTION

Key Areas	Key Responsibilities
Leadership and Management	• Provide leadership and support to Odyssey House NSW staff under delegated line management, ensuring team practice aligns with Odyssey requirements and the Integrated Programs model of care. • Lead and support team processes, including team meetings, clinical review and case review, to ensure coordinated service delivery. • Ensure team members deliver high-quality treatment and support across Integrated Programs, in line with the Odyssey Programs Model of Care. • Ensure team members capture data, notes and intervention outcomes in a professional and consistent manner to support shared reporting, service coordination and continuous improvement.
Partnerships and Relationships	• Work closely with internal team including Manager- Integrated Programs, other Team Leaders to deliver consistent and high-quality support and treatment and to support organisational outcomes. • Work collaboratively with service partners and internal stakeholders to deliver a coordinated model of care, with Odyssey House NSW contributing to integrated program delivery. • Develop and maintain partnerships and relationships with a range of relevant stakeholders, including service and program providers, community groups, other organisations, public sector organisations- including LHD.
Data Reporting and Evaluation	• Support Manager to capture data and put together reporting to relevant funders. • Support Manager to develop reporting for Director, Programs and for Executive Team and Board • Participate in ongoing program evaluation including to outcomes and social impact measures, in line with Odyssey Programs MoC. •
Clinical Governance and Quality Improvement	• Participate in Odyssey Quality Improvement and Clinical Governance Processes • Undertake ongoing audit of notes and other treatment data generated by team and instigate improvements where required.
Additional Responsibilities	• Work within the Odyssey Programs Model of Care • Undertake additional activities to support Integrated Programs operations as required. • Participate in Clinical Supervision and ongoing professional development including as required by professional registration. • OHNSW takes safeguarding children, young people and vulnerable adults seriously, and as an employee, you are required to meet the behaviour standards outlined in our Code of Conduct and Safeguarding Policy for Children and Young People. • Reporting any concerns of abuse and neglect in alignment with the code of conduct, safeguarding policy for children and young people.

Position Description: Team Leader, Integrated Programs

	• Maintain professional boundaries and client support in challenging and emotionally charged scenarios. • Other duties as directed by Manager, Executive Director, Programs, Odyssey CEO or others as reasonably required.
ESSENTIAL CRITERIA	
Qualifications	• Tertiary qualifications in relevant discipline or VET qualification with significant experience.
Experience	• Demonstrated experience leading and/or managing a team within a clinical governance framework. • Demonstrated ability to develop and deliver AOD programs, particularly in community settings. • Demonstrated ability to support people with complex support needs including those with intersecting AOD and Mental Health needs and cognitive impairment, significant contact with criminal justice system and other similar complexities. • Demonstrated experience and ability to network, develop stakeholder relationships (including with funding bodies) and work within communities including with other service providers. • Knowledge and/or experience responding to clients in crisis (e.g. presenting suicide/self-harm) • Demonstrable emotional resilience and maintenance of professional boundaries when managing challenging or unpredictable client situations.
Skills and Knowledge	• Computer literacy • Understanding of current context of AOD treatment in NSW, including Clinical Care Standards • The ability to regulate emotions, remain calm and be emotionally resilient while interacting with and supporting clients with high levels of emotion and at time emotionally disturbing conversations.
SPECIAL CONDITIONS	
Other Requirements	• Current NSW Drivers Licence. • Right to live and work in Australia. • National Criminal History Check (>1 yr old) • Working With Children paid employee Clearance. • COVID Vaccinated

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

Position Description: Team Leader, Integrated Programs

ACKNOWLEDGEMENT

As the incumbent of this position, I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

SIGNED

Team Leader, Integrated Programs

Name: _____

Date: _____