

Job Title	Team Leader
Organisation	Queensland Positive People Incorporated (QPP)
Remuneration	Social, Community, Home Care and Disabilities Award 2010 Level 6 + Superannuation + Leave Loading Salary packaging of up to \$35,000 gross value (i.e., currently up to \$15,900 Expenses + \$2,650 Meals, tax free)
Reports to	RAPID Program Manager

Primary Purpose of Role

The primary purpose of the Team Leader is to support the establishment and ongoing coordination of an innovative statewide pilot model of LGBTIQ+ affirming, HIV-informed mental health and alcohol and other drug (AOD) support. The position leads the delivery of integrated counselling and peer groupwork services across Queensland through telehealth and in-person delivery. It provides line management and supervision to the Wellbeing+ team and supports high-quality, accessible and affirming service delivery.

The position also maintains a direct practice component through the provision of a limited counselling caseload and facilitation of peer support groupwork activities, as required. As a newly established pilot program, the Team Leader contributes to the establishment, implementation, embedding and ongoing refinement of the service model.

QPP Values

Diversity	We value and celebrate our diverse community and we welcome the opportunity to walk with others, hear different voices and break down barriers.
Equity	We recognise that each person is an individual, and we help provide the resources and opportunities needed to reach a just and fair outcome.
Quality	We innovate and deliver services founded on best practice, through lived experience, consultation, and research. We strive to be reliably informed to remain accountable.
Freedom	Freedom for self-determination, this is what enables us to achieve our unlimited potential. We support social transformation through individual and collective engagement, and we uphold the power of people to effect change.
Empathy	We build relationships based on compassion. We do this by demonstrating kindness, respect and by listening, and reflecting.
Belonging	We recognise the importance of connection, and we build supportive environments that value open participation from people with different ideas and perspectives.

Key Responsibilities/Accountabilities

Leadership

- Embody and promote QPP's values and behaviours, contributing to a positive, unified organisational culture.
- Lead and support the team, fostering a safe, collaborative and reflective team culture that supports employee wellbeing, performance, accountability, learning and professional development.
- Provide supervision and practice leadership to support employee capability and the delivery of high-quality, evidence-informed and affirming mental health and AOD services.
- Participate as a member of the QPP leadership team, contributing to operational planning and policy within areas of responsibility and to a safe, strong, effective and cohesive organisational culture.

Program Development and Coordination

- Lead the establishment and implementation of the program service model in collaboration with the RAPID Program Manager.
- Coordinate the recruitment, induction, training, ongoing line management and practice support of program team members.
- Coordinate client pathways through the program, from intake and triage through to allocation, service delivery and transition/exit.
- Coordinate the ongoing delivery of statewide counselling and peer groupwork services, including access for regional communities, providing practice oversight, secondary consultation and escalation support to ensure safe, evidence-informed and responsive service delivery.
- Support the development and ongoing refinement of peer-led groupwork, including community co-design of group content and approaches in collaboration with the program's Peer Engagement Practitioner.
- Monitor service demand, capacity and delivery, adapting service arrangements to support continuity of care and the ongoing development and refinement of the program service model.
- Maintain a limited direct practice component through counselling and groupwork delivery as required.

Quality and Risk

- Work collaboratively with the RAPID Program Manager to establish, implement and maintain appropriate governance, risk management and quality systems and procedures for the program.
- Ensure program services are delivered in accordance with QPP policies and procedures, funding requirements, funding requirements, and any relevant regulatory and accreditation requirements.
- Support and oversee staff to identify, assess and manage client and service risks within appropriate risk management, escalation and duty of care frameworks.
- Maintain oversight of client documentation and relevant practice standards to support safe, accountable and high-quality service delivery.
- Ensure incidents and complaints are appropriately managed and escalated in accordance with QPP policies and procedures.
- Contribute to continuous quality improvement and service review activities, identifying opportunities to strengthen practice and service delivery.

Resource and Budget Management

- Ensure timely accrual of expenses, reimbursements and approval of team timesheets
- Work towards efficiencies to maintain cost-effective processes to meet budget requirements where applicable and appropriate.

Qualifications and Experience

Essential Qualifications

- Relevant tertiary qualification in social work, psychology, counselling, occupational therapy or another relevant allied health or behavioural health discipline.
- Current registration or accreditation with the relevant professional body.
- The provision of a National Police Check of six months currency (or international check if lived overseas in the last 12 months) or evidence that a National Police Check has been applied for.
- A current Queensland Working with Children Check (Blue Card).

Desirable Qualifications

- Credentialing or accreditation enabling the provision of Medicare-rebatable mental health services.
- Additional recognised qualification or training in alcohol and other drug practice.
- Recognised qualification or training in professional supervision.
- Recognised training in groupwork or group facilitation.

Essential Experience

- Demonstrated experience in the delivery of counselling, therapeutic interventions and groupwork within mental health and/or AOD services, using a range of evidence-informed therapeutic modalities and trauma-informed, person-centred and harm reduction approaches.
- Demonstrated experience in line managing a multidisciplinary team, including staff wellbeing, professional development, performance management and fostering a positive and reflective team culture.
- Demonstrated experience in providing practice oversight, supervision and secondary consultation, including supporting staff to assess and manage complex presentations, risk and duty of care.
- Demonstrated experience coordinating community-based service delivery, including managing service demand and capacity, overseeing access and referral pathways, supporting continuity of care, and ensuring compliance with relevant service and regulatory requirements.
- Demonstrated ability to work collaboratively with diverse communities and service providers, with an understanding of LGBTIQ+ affirming practice and the health and wellbeing needs of people living with and affected by HIV.

Desirable Experience

- Lived experience and/or strong connection to LGBTIQ+ communities and/or communities of people living with HIV.
- Experience working with and leading peer, lived and living experience workforces.
- Experience working with LGBTIQ+ communities and/or people living with HIV in a health, mental health, AOD or community service setting.
- Experience developing or implementing new services, programs or models of care.
- Experience developing and facilitating therapeutic, psychoeducational and/or peer-based groupwork.

Direct/Indirect Reports

- Counsellor
- Peer Engagement Practitioner

Key Selection Criteria

1. Demonstrated understanding of LGBTIQ+ affirming and HIV-informed practice, including the impacts of minority stress, stigma and intersectionality on the mental health and AOD needs of LGBTIQ+ people and people living with or affected by HIV.
2. Demonstrated experience in the delivery of evidence-informed counselling and therapeutic interventions within mental health and/or AOD services, including groupwork facilitation.
3. Demonstrated ability to lead and supervise multidisciplinary teams, including lived and living experience workforces, supporting staff wellbeing, professional development, performance and reflective practice.
4. Demonstrated high-level skills in providing practice oversight, clinical supervision and secondary consultation, including supporting appropriate risk management, duty of care, escalation and referral where presentations fall outside service scope.
5. Demonstrated experience establishing, implementing and/or coordinating community-based health services, including managing client pathways, service demand and capacity referral pathways, continuity of care, quality improvement and relevant governance requirements with experience coordinating service access, demand and capacity, referral pathways and continuity of care.
6. Highly developed communication, collaboration and relationship management skills with demonstrated ability to work effectively with diverse communities, internal teams and external health, mental health, AOD and community service providers.

Note	
Last Updated	New
Updated by	Lisa Wojciechowski
Approved by	Melissa Warner
Date	August 2026