

Position Description

Team Leader, Family Relationships

Position	Team Leader, Family Relationships
Team	Family Relationships
Role Classification	SCHADS AWARD Level 7
Employment Type	Full Time, Permanent
Hours	38 hrs per week
Location	Frankston - Bunurong Land <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Program Manager – Family Engagement
Effective Date	September 2026

Overview of Program

Family Life's Family Engagement Program works with families to resolve conflict, strengthen relationships, and develop sustainable parenting arrangements that promote the best interests of children. The program provides alternatives to formal legal processes and supports families with complex needs, including those affected by family violence, high conflict, trauma, and other significant challenges.

The Family Engagement Program includes a range of specialist family law and relationship services, including the Family Relationship Centre (FRC), Children's Contact Services (CCS), Parenting Orders Program (POP), Family Dispute Resolution (FDR), Family and Relationship Services (FaRS), and Counselling. Together, these services support safer family relationships, strengthen parenting capacity, and improve outcomes for children and families.

The Family Relationships Team sits within Family Life's Family Engagement Program and delivers Children's Contact Services (CCS) and Family and Relationship Services (FaRS). The team provides trauma-informed, child-focused support to families who are separated, separating, or experiencing relationship conflict, with a strong emphasis on safety, wellbeing, connection and positive family relationships.

Position Objective

The Team Leader, Family Relationships provides operational leadership and management of Children's Contact Services (CCS) and Family and Relationship Services (FaRS), ensuring the delivery of safe, high-quality, compliant, and client-centred services. The role is responsible for team leadership, service coordination, quality assurance, stakeholder engagement, and the continuous improvement of programs to meet organisational objectives and community needs.

Key Responsibilities

The key responsibilities include but are not limited to:

- Lead a high performing team of staff, students and volunteers to deliver Children's Contact Services (CCS) and Family and Relationship Services (FaRS).
- Ensure collaboration, effective teamwork and best practice are adhered to.
- Delivery of intake and assessment and of case allocation systems to required performance and outcome criteria.
- Support professional assessments and ongoing service provision with separated families in terms of their court directed orders.
- Manage waitlist and client appointments.
- Oversee case planning, monitoring and review process.
- Complete CCS staff rosters for weekday and weekend services.
- Provide CCS On Call and Recall services.
- Oversee the completion and submission of CCS Court Reports, affidavits and subpoenas as required.
- Liaise with legal and other professionals as needed.
- Oversee CCS service delivery sites and ensure services are safe, effective, and responsive to client needs.
- Provide Operational Supervision and Reflective Supervision to a team of professionals within the CCS and FaRS.
- Conduct position reviews and performance reviews as required.
- Participate in bi - annual performance assessments.

- Assist with the professional recruitment, induction, training and professional development of staff.
- Maintaining all required documentation to evidence impact and effectiveness of service delivery in a complete, accurate and timely manner, as required by the organisation's standards and program contracts.
- Liaise with legal representatives, courts, and other professionals to support effective service delivery.

Quality, Compliance, and Reporting

- Ensure all client records and program documentation are maintained accurately, comprehensively, and in a timely manner in accordance with organisational and contractual requirements.
- Monitor data entry, reporting, and information management practices to meet agency, government, and funding body standards.
- Ensure services operate within budget allocations and contribute to the efficient use of resources.
- Support continuous quality improvement activities and the achievement of contractual, compliance, and accreditation requirements.
- Remaining abreast of professional trends and literature relevant to family transitions and service intervention and support strategies.

Program Development and Stakeholder Engagement

- Encourage innovation in program development in response to community needs.
- Represent the organisation in relevant sector networks, partnerships, and service development forums.
- Contribute to organisational initiatives and undertake other duties consistent with the scope and objectives of the role.
- Leadership of culture and line management of the Family Relationships Team, including (but not limited to) managing team-based and individual performance and development planning.

Key Selection Criteria

- Degree qualification in Social Work, Psychology, Counselling, or a related Human Services discipline.
- Eligibility for membership with a relevant professional association.
- Demonstrated knowledge of post-separation services, including Family Dispute Resolution (FDR), Parenting Orders Program (POP), Children's Contact Services (CCS), and the Family Law Act 1975.
- Proven leadership experience with the ability to lead, support and develop high-performing teams.
- Knowledge of family violence, child safety issues, trauma, mental health and substance misuse.
- Working knowledge of Family Violence. *Please refer to [MARAM Responsibilities Guide](#) for more information.
- Ability to work with families that have experienced family violence, First Nations families, CALD, and LGBTIQ+ families.
- Supporting the therapeutic needs and responding to children who have experienced trauma, abuse and neglect.
- Commitment to child-focused and child-inclusive practice.
- Commitment to social innovation and learning organisation disciplines
- Skills in conflict resolution.
- Commitment to supporting at-risk children, young people and families through a whole-of-family and community-based service delivery approach.
- Sound understanding of family violence, child safety, trauma, mental health, and substance misuse issues.
- Demonstrated ability to engage effectively with families experiencing family violence and work sensitively with First Nations, culturally and linguistically diverse (CALD), and LGBTIQ+ communities.
- Experience supporting the therapeutic needs of children and responding appropriately to the impacts of trauma, abuse and neglect.
- Strong commitment to child-focused and child-inclusive practice.
- Commitment to continuous improvement, social innovation, and learning organisation principles.
- Well-developed conflict resolution, mediation, and problem-solving skills.
- Demonstrated capacity to apply Systems Theory and systems-based thinking to complex family situations.
- Experience providing professional supervision, coaching, training, and performance management to counsellors and practitioners.
- Excellent written, verbal, and interpersonal communication skills.
- Strong information technology skills, including proficiency in the Microsoft Office suite and experience with client management systems, data collection, reporting, and outcome measurement.

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety  • Safety for Clients and Peers • Respect, Empowerment & Well-being • Be Supportive • Be Kind	Celebrate Difference  • Welcome Diversity • Celebrate Difference Of Ideas • All Community Members are Welcome at Family Life • Share Knowledge and Experiences	Be Bold  • Fail Forward • Lead By Example • Ask Why? • Ask for Feedback and Self-Reflect
Be Real  • Be the Best Version of Yourself • Admit What You Don't Know • Have the Hard Conversations, Respectfully • Be Open and Honest	Dream Big  • Have Stickability - Persistence • Think differently, Innovatively • Be Adaptable • Plan and Prioritise	Embrace Everyone  • Many Voices, One Purpose - To Transform Lives for Stronger Communities • Collaboration • Partnerships • Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family Life operates across multiple sites; therefore, it is essential that all employees hold a current and valid Victorian Driver's Licence.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.