



Position Description – Team Leader – Support Team

Role Title	Team Leader – Support Team
Team	Support Team
Location	Brisbane (occasional travel to Logan, Toowoomba, Townsville and Cairns)
Level	Level 7 - Social, Community, Home Care and Disability Services Industry Award (\$124,744 - \$129,961) per annum, pro-rata + leave loading and superannuation). Salary sacrificing available.
Reports to	Senior Leader – People & Systems
Contract	Full-time, ongoing contract, pending 6- month probation

Our Vision

Healing the past, nurturing the future.

Our vision is for refugee survivors of persecution to live lives liberated from the harms of torture, trauma and human rights injustice. We exist to nurture meaningful futures by assisting refugee survivors to heal, belong and thrive in our community.

Our Values

- ✓ **Kindness:** We care. Survivors of torture and trauma come first in all our work.
- ✓ **Optimism:** We believe in meaningful futures. We understand that healing is a journey of growth with infinite possibilities.
- ✓ **Perseverance:** We don't give up. We know that recovery takes time, patience, and courage.
- ✓ **Fairness:** We seek justice. We believe that healing is a human right.
- ✓ **Honesty:** We understand the importance of trust. We act openly and ethically.

Role Purpose

The Team Leader – Support Team leads the daily operations of QPASTT's support functions so

that staff, clients, communities and visitors experience a welcoming, culturally responsive and reliable service environment. The role coordinates administration, reception, facilities, assets, operational systems, supplier relationships and technology support processes across QPASTT locations, with a focus on practical service delivery, compliance, documentation, responsiveness and continuous improvement.

This role is operational in focus and supports effective organisational systems and service delivery teams across QPASTT's offices in Woolloongabba, Slacks Creek, Logan, Inala, Gold Coast, Toowoomba, Townsville and Cairns. The Team Leader assists and supports the strategic responsibilities that sit with the People and Systems, Senior Leader when required.

Character

We are looking for a Team Leader who is organised, steady, responsive and committed to creating service environments where clients, communities, visitors and staff feel welcomed and respected.

You will be practical and solutions-focused, able to support staff through competing priorities, routine operational pressures and unexpected issues while maintaining calm, clear and respectful communication. You will be committed to cultural respect, equity and inclusion, and able to support a diverse team while upholding QPASTT's values and child safe commitments.

Responsibilities

Operational administration and reception

- Lead responsive reception and administration services, including face-to-face, telephone and general enquiry pathways.
- Coordinate daily workflows, rosters, leave coverage and task allocation so support services remain reliable during business hours.
- Create welcoming physical and relational environments that are accessible, inclusive and culturally responsive for clients, communities and staff.

Team leadership and workforce support

- Provide day-to-day line management, guidance, supervision and development support to Support Team staff.
- Support team members to understand role expectations, priorities, service standards and organisational procedures.
- Lead a cohesive, accountable and supportive team culture grounded in honesty, kindness and fairness.
- Support induction, probation, performance conversations and practical capability development for Support Team staff.
- Contribute to the collaborative management and leadership structure of QPASTT through active involvement with the QPASTT Leadership Team.
- Oversee QPASTT Volunteers induction, compliance and probity requirements
- Assist Senior Leader, People and Systems with strategic projects as required.

Facilities, assets and resources

- Manage relevant budgets in relation to asset and facilities management
- Oversee payment of relevant organizational expenses
- Coordinate facilities, equipment, vehicles, office resources and asset processes so that workplaces are safe, maintained and fit for purpose.
- Manage and negotiate with contractors, suppliers, property agents, Multicultural Australia, Multicultural Communities Council Gold Coast and other external providers to resolve operational issues.
- Monitor maintenance requests, building access, security, supplies and workplace presentation across relevant QPASTT locations.
- Management of Work Health and Safety functions across all sites within QPASTT.
- Support fair, effective and cost-conscious use of organisational resources.

IT, systems and information management coordination

- Oversee coordination of IT and operational support requests with internal staff and external providers, tracking progress through to resolution.
- Support staff onboarding and offboarding requirements relating to equipment, access, phones, software and systems, in collaboration with HR, Finance and IT providers.
- Oversee Support Team members with data entry requirements using Nero.
- Promote accurate recordkeeping, privacy-aware information handling and safe use of organisational systems.

Compliance, reporting and continuous improvement

- Monitor operational quality, timelines and service standards using practical performance indicators.
- Support data entry, administrative reporting, audit actions and compliance activities relevant to the Support Team.
- Identify practical improvements to workflows, procedures and tools that reduce duplication and improve service responsiveness.
- Provide clear updates to the People and Systems Senior Leader and Co-CEOs on operational risks, resourcing pressures and improvement opportunities.

Requirements

- Demonstrated significant experience coordinating administration, reception, facilities, assets, operational systems or business support functions.
- Experience supervising staff, supporting team culture and managing day-to-day workflow priorities.



- Project management skills in relation to facilities and asset procurement and development.
- Strong communication and contract management skills, including the ability to respond effectively to staff, contractors and external stakeholders.
- Sound judgement, confidentiality and ability to manage competing priorities in a busy service environment.
- Practical understanding of compliance, recordkeeping, privacy, workplace safety and organisational procedures.
- Digital confidence and ability to coordinate IT, equipment, software and system support through relevant providers.
- Extensive experience in working in the non for profit sector is preferable.
- Commitment to QPASTT's vision, values, child safe commitments and culturally responsive practice.
- We especially encourage people from refugee backgrounds with relevant experience to apply.

Conditions of Employment

1. Current Positive Notice Blue Card and provision of an annual federal police check.
2. Current Queensland C Class driver's licence.
3. The period of probation will be six months.

Application Process

To apply, please submit the following documents:

1. Your resume detailing professional experience and education, along with details of 2 referees and of any relevant current Visa information.
2. Please include a cover letter of **no more than two A4 page length maximum** to address the following:
 - a. Outline the capabilities, experience and skills you could bring to this role?
 - b. How will your character fit the role?

Please email your application to JobApplication@qpastt.org.au before cob on Monday 5th October 2026.

Should you wish to talk with someone about this position, please contact Regina Hamilton, Senior Leader, People & Systems on 0421157639 or reginahamilton@qpastt.org.au

QPASTT is committed to the safety and protection of children, young people and vulnerable people in all areas of its work. QPASTT is committed to equal opportunity in employment. We will act to ensure an environment free from discrimination on the grounds of sex, gender, sexual orientation, race, ethnicity, culture, age, marital status or pregnancy, family responsibilities, disability, and religious or political beliefs.