

29 September 2026

Dear Applicant,

Thank you for your interest in the fixed-term position of **ARROS Team Leader**. We invite a passionate, creative and values driven social worker to join our team of committed social and human service practitioners.

Please find attached an application kit containing the following documentation:

- Position Description (ARROS Team Leader)
- ARROS Goals and Objectives
- ARROS Practice Principles
- Trauma, Vicarious Trauma, Burnout and Self Care Policy and Procedure.

This is a full-time (38 hours/week) maximum-term contract ending in October 2027, with the possibility of extension dependent on funding. Remuneration is at a SCHADS Level 6 (Social and Community Services Pay Scales). There is opportunity to increase your income through inclusion in our salary sacrificing program. The SCHADS award can be accessed here: [Social, Community, Home Care and Disability Services Industry Award 2010 \[MA000100\] - Fair Work Ombudsman](#)

ARROS works with young people who are homeless or at risk of homelessness. This includes young people with experiences of trauma, or intellectual or cognitive disability who are transitioning from care or from youth justice to adulthood. We provide holistic support to people with the aim of providing spaces to live, places to belong and roles for meaning.

We invite applications from experienced practitioners who are passionate about the issues young people face and committed to combining leadership responsibilities with direct practice. The role will provide guidance and support to the ARROS team while also working directly with young people and their networks. Ongoing professional supervision will be provided to support reflective practice and professional development.

To apply for the position of ARROS Team Leader please submit the following documents:

1. **Curriculum Vitae.** Please include name, position and contact details of two referees who can comment on your work;
2. **Cover letter (maximum of three pages) answering the questions below.** Please include examples to illustrate your practice. **Applications with no response to the questions below will not be considered**

Questions

Q1: Please read the ARROS Practice Principles and Goals and share any relevant experience you have of implementing these principles.

Q2: Outline your approach to disability-informed and trauma-informed practice with young people experiencing complexity.

- Q3: Provide an example of how you have led or supported practitioners through a complex practice issue. How did you use supervision, critical reflection and collaborative decision-making to strengthen practice and support the team?
- Q4: How would you lead an ethical, trauma-informed and reflective team culture while balancing staff wellbeing, accountability and effective service delivery? Please include an example from your leadership or practice experience.
- Q5: Please confirm you have a driver's license, access to a personal vehicle for work purposes, a current Blue Card, a current Yellow Card or NDIS Worker's Screening Card (or willingness to obtain), an accredited Social Work qualification, and AASW membership (or willingness to obtain).

Please forward applications in writing to:

reception@communityliving.org.au

ATTN: Eden McNamara Practice Manager

Community Living Association is committed to creating inclusive and safe workplaces. We encourage applications from Aboriginal and Torres Strait Islander peoples and people from diverse backgrounds.

Applications will be reviewed as they are received and interviews will occur on a rolling basis until the position is filled. **Please apply at your earliest convenience.**

If you would like further information about the role, we welcome your enquiry. Please contact Eden McNamara on 3266 5633.

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Role Description

ARROS Team Leader

Purpose of the Position

ARROS works with marginalised young people who have an intellectual/cognitive disability, their families and significant others, and community members to address issues limiting the young person's quality of life, in particular isolation and vulnerability to exploitation and abuse.

The ARROS Team Leader is responsible for the day to day operation of ARROS. The ARROS Team Leader is also responsible for providing support to access information and resources, and sustaining ongoing supportive relationships to address those issues which negatively impact on the young person's ability to live safe and meaningful interdependent adult lives

Responsibilities

Proactive outreach to provide direct support to young people who have an intellectual/learning disability and are vulnerable in the community.

Working alongside families, significant others, community members, and service providers who are in contact with, or support marginalised young people who have an intellectual/learning disability.

Networking and collaborating with young people, families, significant others, community members, and service providers in relation to joint responses to the needs of marginalised young people who have an intellectual/learning disability.

To develop mechanisms for the dissemination of information to families, significant others, community members, and service providers regarding the needs and issues of young people with an intellectual/learning disability.

To ensure the ARROS program proactively engages in systems advocacy.

To supervise and support staff and carry out performance reviews.

To manage financial resources within the parameters established by the Community Living Association CEO and Management Committee.

To ensure appropriate administration arrangements exist within the program.

To participate in the development of ARROS policy and procedure.

To ensure that the ARROS program is consistent with ARROS' policies and procedures.

To report on the operation of the ARROS program to the CLA CEO.

To liaise with the funding department regarding funding arrangements, policy and programmatic issues relating to the needs of young people with an intellectual/learning disability who are vulnerable in the community.

Requirements

- Tertiary qualification in social work.
- Membership of the Australian Association of Social Workers (or willingness to obtain).
- Specialised knowledge and/or experience in developmental practice and working with people with an intellectual, cognitive and/or psychosocial disability.
- Previous experience in a leadership role and/or supervising staff.
- A comprehensive understanding and skills in the Helping Process, Relational Practice, Trauma-Informed Practice, Crisis Intervention and Capacity Building Framework.
- A commitment to social justice and an ability to use advocacy skills in practice.
- Sound knowledge and skills in working with people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islanders, and the LGBTIQ community.
- Driver's License and use of own vehicle for work purposes (mileage reimbursed as per SCHADS Award)
- NDIS Worker Orientation Module certificate of completion (or willingness to obtain).
- Yellow Card, Yellow Card Exemption OR NDIS Worker Screening Clearance (or willingness to obtain).
- Blue Card "Working with Children Check".

Accountability

- The ARROS Team Leader is accountable in accordance with CLA's organisational and management structure.
- They are required to follow CLA's Policy and Procedures and statutory requirements.
- In accordance with the Staff Supervision and Staff Development Policy, regular supervision will be provided.
- Workers will be supported with opportunities for ongoing professional development.

NDIS - Risk Assessed Role Proforma		
Does the role perform Specified Service or Support (as per NDIS list), which category does it fall under?	Yes. The role provides direct supports delivered to NDIS participants and oversight of team service delivery.	
Consider the amount of contact and opportunities the role requires to do harm	The role will have direct and indirect contact with constituents, young people and families. There is risk of exploitation or harm due to the inherent power and authority of the position. The role also has influence over staff practice, incident responses, complaints, and program systems	
Does the role provide access to confidential constituent information?	Yes	
Does this role require a safety clearance?	Blue Card Yes	NDIS Worker Screening Card Yes
Role assessment completed by?	Eden McNamara	29.09.2026

ARROS GOALS

To join with...

- Young People with a cognitive disability,
- their Families and Significant Others, and
- Communities,

...to create spaces to live, places to belong and roles for meaning.



ARROS OBJECTIVES

1. To locate **accommodation** options for young people with a cognitive disability that are:
 - Safe
 - Affordable
 - Accessible
 - Integrated in their local communities
2. To support young people with a cognitive disability to re-build and strengthen existing **relationships**, and to develop new relationship opportunities that are additional to ARROS relationships.
3. To identify **roles and opportunities** for young people with a cognitive disability to participate in communities, in ways that enable people to:
 - Contribute
 - Be valued
 - Be responsible
 - Demonstrate and discover gifts
 - Experience a sense of personal meaning
4. To support and challenge the **capacity of communities** to:
 - Welcome
 - Include
 - Resource
 - Support
 - Respect...young people with a cognitive disability.
5. To develop, share, and review **ARROS practice**, including:
 - Practice methodologies
 - Knowledge base
 - Research

ARROS PRACTICE PRINCIPLES

1. ARROS practice is based on RELATIONSHIP BUILDING

- a. With young people with a cognitive disability, in their space, acknowledging their reality, and supporting their goals.
- b. With their current relationships and communities, to assist them to support the young person.

2. ARROS practice is based on COMMITMENT

- a. To young people with a cognitive disability, and their supporters, over the long term.
- b. To purposeful and mutually negotiated work.

3. ARROS practice is based on RESPECTING

- a. The abilities, talents, and gifts that young people with a cognitive disability have to contribute to their significant relationships and communities.
- b. The ability of supporters and communities to include, engage with, and welcome young people with a cognitive disability.

4. ARROS practice is based on BUILDING RESOURCES AND CAPACITY

- a. With young people with a cognitive disability to achieve a space to live, a place to belong and a meaningful role.
- b. With families, significant others, and communities to enable them to support young people to achieve a space to live, a place to belong and a meaningful role.

5. ARROS practice is based on FLEXIBILITY

- a. Recognising that each young person's situation may require a unique response.
- b. Recognising that there are many types of relationship and community, and each can welcome young people in a variety of unique and flexible ways.

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POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potentials not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- CLA will take proactive measures to reduce the impacts of trauma, vicarious trauma and burnout by providing regular supervision, team building opportunities, team meetings and professional development.
- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.

- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 2.4.12 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.
- Where a worker is experiencing, or is at risk of experiencing burnout, vicarious trauma or trauma (eg. Following a critical incident) they may request or be offered up to 3 counselling sessions with an external social worker or psychologist. Where this is considered beneficial to the work, the worker and their team leader will seek approval from the Coordinator or the Practice Manager. Where approved by the Coordinator or Practice Manager, CLA Inc will pay the reasonable cost of the sessions and the workers hours to attend. Where these sessions occur outside of the workers ordinary hours, they are entitled to take the hours as Time off in Lieu / flex time at one to one ordinary hours.
- Where a critical incident has impacted multiple workers or teams, the CLA Coordinator or Practice Manager may contract an external provider (eg. A Social worker or psychologist) to provide a group debrief and / or group supervision session with the impacted workers or teams.

RELATED DOCUMENTS

- <https://vikkireynolds.ca/resisting-burnout/>
- [10 Phrases you hear in resilient families](#)
- [10 Reasons You Should Stop Working Long Hours Today](#)
- [Self-Care Plans and Well Being Scales](#)
- [SMART Selfcare Template](#)
- [Top Up Sheet - Healthy Mind Platter](#)
- [Vicarious Trauma](#)
- [What About You A Workbook For Those Who Work With Others](#)
- [10 Resilience and Bounce Back](#)