

Position Description

Position title	Team Leader, Practice & Integrated Support
Document ID	
Department/Program	Community Services
Classification	SCHADS Level 6
Position reports to	Area Manager, Homelessness and Family Violence

About McAuley

McAuley Community Services for Women's ([McAuley](#)) vision is a world that enables women and children to participate in society on their own terms - empowered to achieve their highest potential.

We start by providing accommodation and meeting immediate needs to support women and their children to be safe. We provide 24/7 refuge support, temporary accommodation, independent housing and supported community care.

Our integrated support model ensures woman and children receive the help they need when they need it. From their legal, financial, mental and physical health to social and community connection and longer-term security, we work to provide a complete and comprehensive response.

Family Violence - Women and children needing our support have experienced, or are at immediate risk of, serious harm: through physical and emotional violence, threats, sexual assault, and stalking. We work alongside them to plan their move towards a life free from violence.

McAuley House, Footscray and Ballarat, provide inhouse support to women who are homeless or at risk of homelessness, many of whom have also experienced family violence. The houses provide a place for rest, recovery and reconnection, as well as being a welcoming hub for women and children who have moved into the surrounding community.

We have a culture of innovation and are driven to provide the best solutions for meeting needs. And we advocate passionately for increased integration of services and improved support options for the people we work with.

Feminism, intersectionality, and **anti-oppressive** practices are embedded within our client practice and our culture.

Our Values

- Community:** Women and children coming to McAuley feel that they belong and have the confidence to join other communities.
- Hospitality:** Everyone is met at McAuley as an equal and made to feel at home when they are there.
- Compassion:** McAuley will respect where women and children come from, and they will be heard and listened to with dignity.
- Justice:** Women and children have the right to live at home safely and free of fear.

Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model, an evidence-supported, whole-of-organisation framework that guides our practice. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our eight Sanctuary Commitments are **Non-Violence, Emotional Intelligence, Social Learning, Democracy, Open Communication, Social Responsibility, Growth and Change Cultural Humility**.

In 2023 McAuley became part of MacKillop Family Services ([MacKillop](#)). MacKillop strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.



Role purpose

The Team Leader, Practice & Integrated Support provides practice leadership and line management to a multidisciplinary team delivering specialist support to women and children experiencing homelessness, trauma, mental ill-health, and other complex needs.

The role leads high-quality, trauma-informed, recovery-oriented and person-centred practice across McAuley services. It supports staff to deliver coordinated responses that promote safety, wellbeing, recovery, housing stability, social connection and economic participation.

Working across McAuley and the broader service system, the Team Leader, Practice & Integrated Support strengthens service integration, supports quality improvement, responds to complex risk, and builds staff capability to ensure women and children receive effective support to achieve their goals.

Role Objectives

- Lead holistic and Individualised support planning across a range of support areas including mental health and wellbeing, housing, employment, and social inclusion.
 - Provide practice leadership and specialist consultation to staff across McAuley who are supporting women presenting with multiple and complex needs, including, homelessness, trauma, mental ill-health, barriers to employment, and social disadvantage.
 - Support the Mental Health Case Manager to undertake comprehensive assessments that identify mental health needs, psychosocial stressors, risk factors, protective factors, and recovery goals.
 - Support the Mental Health Case Manager to provide consultation for mental health case planning and assist staff to build expertise in supporting clients to build coping skills and manage crisis.
 - Lead responses to complex client presentations, critical incidents, and psychosocial risks through consultation, risk assessment, safety planning, and coordinated intervention.
 - Support the effective use of brokerage and program resources in accordance with funding and organisational guidelines.
 - Monitor service data, outcomes, and reporting requirements to ensure compliance, quality, and continuous improvement.
 - Identify workforce development needs and contribute to training initiatives that strengthen practice capability across, mental health, trauma, and homelessness responses.
 - Drive the development and implementation of client-led feedback and outcomes evaluation initiatives, including surveys, consultation processes and co-design activities, to strengthen service responsiveness, measure impact and support continuous improvement across programs.
 - Contribute to strategic planning, program development, innovation, and continuous service improvement initiatives.
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Role Accountabilities

Practice Leadership:

- Provide day to day practice leadership and supervision to the Mental Health Case Manager, Employment Case Manager, Housing Worker and Peer Workers (with the possibility of other staff as allocated and required) in line with McAuley and MacKillop best practice approaches, frameworks, and guidelines.
- Foster a culture of reflective practice, continuous quality improvement, accountability and professional practice.
- Provide specialist guidance and decision-making support in relation to complex case management, mental health concerns, and homelessness interventions.
- Promote a proactive approach to risk management that balance client autonomy, safety and recovery.
- Lead complex risk assessment, safety planning, and crisis response processes.
- Lead practice discussions, case reviews, and service planning to ensure interventions align with evidence-based and best practice frameworks.

- Support staff wellbeing through effective supervision, debriefing, and reflective practice processes.

Service Integration and Partnerships:

- Lead the day-to-day management of strategic McAuley partnerships, fostering trusted relationships, coordinating joint initiatives, and ensuring partnerships deliver meaningful outcomes for clients.
- Embed a culture of proactive referrals, secondary consultations and coordinated responses to support client outcomes.
- Promote coordinated and integrated responses through secondary consultation, referral pathways, care team meetings, and joint support planning.
- Lead staff to develop and maintain strong partnerships with housing, mental health, alcohol and other drug, health, legal, and other community service providers.
- Represent McAuley in local, regional, and sector-wide forums, contributing specialist knowledge and advocacy for women and children.

Understanding of Family Violence and Homelessness:

- Guide staff to practice in line with specialist family violence risk assessments and support within the MARAM framework.
- Promote an understanding of power and gender as determinants of family violence and the impacts on children and young people. This includes prioritising the physical, emotional, and psychological needs of children.

Collaborative and Person-Centred Practice:

- Lead and promote a culture of inclusive, client-led and curious support with an emphasis on positive regard, trauma informed and strength-based practice.
- Embed culturally safe and responsive approaches when working with Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, LGBTQIA+ communities, and women experiencing multiple intersectionality and marginalisation.
- Support service delivery that reflects principles of feminism, intersectionality, and anti-oppressive practice.

Key Selection Criteria

1. Relevant tertiary qualification in Social Work, Psychology, Occupational Therapy, Mental Health, Community Services, or a related discipline.
2. Demonstrated experience providing practice leadership, supervision, or senior case management within family violence, homelessness, mental health, or related human services sectors.
3. Significant experience supporting women and children experiencing family violence, homelessness, trauma, mental ill-health, substance use, and other complex psychosocial challenges.
4. Demonstrated ability to undertake and guide comprehensive psychosocial assessments, risk assessments, safety planning, and support planning.
5. Strong understanding of trauma-informed, recovery-oriented, strengths-based, and person-centred practice frameworks.
6. Demonstrated knowledge of attachment theory, trauma theory, mental health recovery models, and dual-diagnosis approaches, and the ability to translate these frameworks into practice.
7. Sound knowledge of the MARAM Framework, Family Violence Protection Act 2008, Child Safe Standards, and relevant Victorian service systems.
8. Strong organisational, communication, and decision-making, and problem-solving skills, including the ability to manage competing priorities.
9. Understanding of the principles of feminism, intersectionality and anti-oppression as both practice and organisational culture foundations.

10. Knowledge and understanding of Aboriginal cultures and values, combined with awareness of the contemporary challenges facing Aboriginal children, young people, and their families.
11. Commitment to McAuley values; Community, Hospitality, Compassion and Justice.
12. Knowledge and understanding of Aboriginal cultures and values, combined with awareness of the contemporary challenges facing Aboriginal children, young people, and their families.
13. A willingness and ability to travel between McAuley sites across Western Melbourne including Ballarat, as needed and directed.

Other information

All McAuley employees are required to:

- Comply with all organisational policies and procedures.
- Comply with all other relevant Commonwealth and State legislation.
- Understand and commitment to McAuley's operating framework, philosophy and values.
- Engage in performance discussions and reviews, demonstrating the ability to meet the expected standards of performance in relation to the requirements of the position.
- Observe and fulfil health and safety responsibilities as contained within the MacKillop 'WHS-P-001 Workplace Health and Safety (WHS) Responsibility Statements' document.
- Sign and abide by MacKillop's Code of Conduct.

This position is offered for a probationary period of 6 months. This position description will be updated from time to time for various reasons including to reflect the developing needs of the organisation and/or legislative changes in the sector.

Mandatory requirements:

- Right to work in Australia
- Valid and current Victorian Driver's licence
- Satisfactory criminal history check conducted by MacKillop Family Services
- Valid and current Working with Children's Check
- Valid and current NDIS Worker Check

McAuley has an EEO exemption to accept applications from women only for positions where the employee is required to work where there is direct contact with vulnerable women and their children

Approval

Approver's full name: Jocelyn Bignold

Date: September 2026

Approvers Position: CEO

Incumbent's full name:

Incumbent's signature:

Date:

HR Approval

Elanor Devitt



McAuley acknowledges the Traditional Custodians and their Elders in each of the communities where we work.



As a Rainbow Tick organisation, McAuley values an inclusive culture where lesbian, gay, bisexual, trans, queer, gender diverse, intersex and asexual people (LGBTIQA+) have the right to be safe.