



**JOB TITLE** Family Violence Team Leader

**DATE** 13/10/2026

**REPORTS TO** Family Violence Manager

---

Wellsprings for Women established in 1994 in Dandenong, Victoria, is a community- based organisation dedicated to supporting women to gain control over their lives, recognise the root causes to the barriers they face and gain skills they need to achieve their goals. Wellsprings provides a range of services and programs that are designed in consultation with women especially women of migrant, refugee and asylum seeker background and women impacted by mental health, trauma, poverty and family violence.

We are a neighbourhood house and a Learn Local, with a specialization in women's issues. We service the most multicultural population in Victoria. We are committed to gender equality, human rights and a society where women are safe and free from violence.

**This position is open to females only. Wellsprings for Women's conduct falls within the exceptions contained in sections 28 and 88 of the Victorian Equal Opportunity Act 2010.**

#### POSITION DESCRIPTION

**Position purpose** We are looking for someone who brings strong practice expertise together with confident, and compassionate leadership, with the aim of demonstrating:

1. Proven ability to lead multidisciplinary team by providing reflective supervision, coaching, performance support, and workload management, while promoting professional growth, accountability and a positive, collaborative workplace culture.
2. Proven ability to coordinate day to day service delivery, manage competing priorities and operational risks, make sound decisions in complex or high risk situations and provide clear direction to staff.
3. Strong knowledge and demonstrated expertise in family violence risk assessment and safety planning, incorporating MARAM principles, trauma informed and strengths-based practice, client led recovery approaches, professional boundaries and duty of care.
4. A demonstrated commitment to culturally safe, accessible and inclusive services and an understanding of systemic barriers experienced by adult and children victim survivors of family violence from migrant, refugee, asylum seeker and culturally and linguistically diverse communities.
5. Strong ability to monitor and evaluate client and program outcomes, maintain accurate, timely and high-quality documentation, ensuring regulatory and legislative compliance, managing risk, and implementing continuous improvement initiatives informed by evidence and feedback.
6. Keeping up to date with the changes and reforms at policy and service levels through networking attending key strategic meetings and reading government and research reports relevant to the role and sector.

## **Main tasks**

### **1. People Leadership and management:**

- Provide regular, clinical and professional to specialist family violence practitioners, volunteers and students on placement in line with Wellsprings values and policies and supervision framework.
- Coach and mentor staff to build capability, confidence and professional practice.
- Support practitioners to apply MARAM, trauma-informed, victim survivor centred, and strengths-based approaches consistently.
- Provide team building, debriefing and reflective support to staff reporting to this role and/ or arrange for external supervision if needed.
- Facilitate team meetings, case consultations and practice reflective sessions.
- Set clear performance expectations and monitor individual and team outcomes.
- Conduct probation reviews, performance development reviews, and escalate performance concerns to the manager in a timely manner.
- Navigate difficult conversations relating to performance, wellbeing, conduct, and workplace issues.
- Promote collaboration, psychological safety, and respectful communication.

### **2. Specialist Family Violence Practice:**

- Coordinate the day-to-day operational requirements of the family violence program to ensure timely, safe, and effective service delivery.
- Provide operational oversight and leadership to practitioners across intake, assessment, case management, outreach, court support and crisis response functions.
- Monitor service demand, referrals, waitlists, staffing capacity, and adjust priorities accordingly.
- Allocate and reassign caseloads based on risk, complexity, urgency, and practitioner capacity.
- Manage competing operational priorities while ensuring high risk clients receive an appropriate and timely response
- Provide internal and external consultations and decision-making support on complex, serious, and high-risk family violence cases.
- Provide clear direction and guidance to staff regarding practice standards, service delivery expectations, and operational procedures.
- Support staff to navigate and collaborate across complex systems such as The Orange Door, Victoria Police, Corrections, housing, courts and others.
- Adhere to and ensure all service delivery aligns with Victorian standards, including MARAM framework, the Social Services standards and other operational frameworks that underpin the work in the service.
- Identify training and professional development needs.
- Build workforce capability in family violence frameworks, legislation, information sharing, cultural safety, and risk assessment.
- Monitor quality of case notes, risk assessments, safety planning, documentation and data recording.
- Monitor adherence to duty of care, mandatory reporting, occupational health and safety, and professional practice requirements.

### **3. Collaboration with stakeholders:**

- Represent Wellsprings at sector meetings, forums and interagency meetings.
- Build and develop collaborative, strong and effective working relationships with stakeholders across the family violence service system and other systems as required that improve service integration and client outcomes.
- Partner with external and internal stakeholders, and co-located partners in networks like The Orange Door, Wellsprings and others.
- Work collaboratively with other Managers and staff at Wellsprings
- Attend a number of relevant networks to represent Wellsprings and promote its programs and services to external agencies.
- Strengthen referral pathways and collaborative responses for victim survivors.
- Negotiate service responses and advocate for client needs with external services
- Work with the General Manager in relation to volunteers involved in the Family Violence response team and develop relevant training for their roles

### **4. Quality Improvement:**

- Review client outcomes, service performance indicators, and program targets
- Monitor client journeys, case closure outcomes, and service accessibility.
- Track referral, intake, response and case management timeframes.

- Identify trends, service gaps, and emerging client needs to inform service delivery improvements.
- Use outcome data to evaluate program effectiveness and client safety outcomes.
- Review case files, risk assessments, safety plans, and case notes to ensure quality, compliance and consistency.
- Review reporting requirements and validate program data before monthly submission.
- Ensure confidentiality, privacy, and information sharing requirements are met.
- Support staff to maintain documentation that meets legal, funding and organisational requirements.
- Support incident reporting, complaints management, and audit processes.
- Use client feedback, staff feedback, audits, complaints, and outcome data to improve service
- Contribute to continuous review and improvements of the program policies, procedures and practice frameworks.
- Support implementation of sector reforms, evidence-based practice, and emerging family violence changes and frameworks.

#### **Other duties**

- Fulfil other duties as required by management and other department personnel as requested/required

### **PERSON SPECIFICATION**

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b>            | Social Work qualifications or equivalent as required for working within the Family Violence sector                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Experience</b>                | <ul style="list-style-type: none"> <li>• Experience in family violence case management</li> <li>• Experience in supervising and coaching specialist family violence practitioners from diverse backgrounds.</li> <li>• Significant cultural knowledge, experience working with women and children from migrant, refugee and asylum seeker communities with barriers to safety and recovery pathways were experienced.</li> <li>• Experience in working in community-based organisations and within a small team.</li> </ul>                                                                                                                                                                                                              |
| <b>Knowledge</b>                 | <ul style="list-style-type: none"> <li>• Knowledge of the Family Violence Federal and State policies</li> <li>• Full understanding of the MARAM Framework</li> <li>• Knowledge of the Victorian Family Violence services sector</li> <li>• Deep understanding of particular issues that affect migrant and refugee women impacted by family violence</li> <li>• Full understanding of intersectionality and trauma informed practice</li> <li>• Awareness of office, health and safety procedures</li> </ul>                                                                                                                                                                                                                             |
| <b>Skills &amp; competencies</b> | <ul style="list-style-type: none"> <li>• Strong organization skills with a problem-solving attitude</li> <li>• Excellent written and verbal/oral communication skills</li> <li>• Excellent knowledge and application of case work</li> <li>• Ability to multitask in a busy work environment</li> <li>• Ability to apply team leadership skills</li> <li>• Demonstrated track record of reliability and dependability</li> <li>• Enthusiasm to develop new skills and knowledge</li> <li>• Adaptable to change and willingness to embrace new ideas and processes</li> <li>• Punctual, reliable and trustworthy</li> <li>• Effective time management skills</li> <li>• Ability to support and coach other members of the team</li> </ul> |
| <b>Personal attributes</b>       | <ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Organised and self-motivated</li> <li>• Is proactive and shows initiative</li> <li>• Empathetic</li> <li>• Non-judgemental</li> <li>• Team conscious</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Other (Essential)</b>         | <ul style="list-style-type: none"> <li>• Victorian Driver's Licence and Access to Own Car</li> <li>• Current National Police Check</li> <li>• Current Working with Children Check (WWCC)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

- Other (Desirable)**
- Willingness to do outreach work in Wellsprings catchment area
  - Fluency in a language other than English relevant to our target population.

**This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.**

#### **ACKNOWLEDGEMENT**

---

I certify that I have read, understood, and accept the duties, responsibilities, and obligations of my position. I also acknowledge, have read, and agree to adhere to Wellsprings for Women's Staff Code of Ethics and all policies and procedures, as outlined within the Employee Manual.

#### **SIGNED BY YOU**

.....

Employee

.....

Date

#### **SIGNED BY MANAGEMENT**

---

.....

Manager

.....

Date