



THE UNIVERSITY OF
SYDNEY

POSITION TITLE	Safer Communities Team Lead - Education
JOB PROFILE ID	SST_HEO9_SJP_01
JOB CATEGORY	Professional
JOB FAMILY	Student Support Services
COMPENSATION GRADE	HEO9
MANAGEMENT LEVEL	19 Individual Contributor

POSITION DESCRIPTION SUMMARY

PRIMARY FUNCTION

The Safer Communities Team Lead is responsible for the operational management of the team of Safer Communities Case Officers, who are responsible for supporting students, staff, former students, former staff members, and visitors who are affected by gender-based violence, sexual harm, domestic and family violence, bullying and harassment and issues relating to modern slavery.

The Team Lead is responsible for overseeing key aspects of the response to incidents. This may include a range of approaches and interventions such as providing advice, conducting risk assessment, safety planning and support plans, and referrals to relevant University and external services where appropriate. The Team Lead works in partnership with the Manager, Safer Communities to act as a key escalation point for complex and high-risk cases, particularly those involving staff, contributing to clinical decision-making and case oversight. The Team Lead supports coordinated engagement and communication with key stakeholders, including the Student Affairs Unit, Workplace Relations and Residential Colleges, to inform initial response and ensure consistent case management that meets legislative requirements, University policies and procedures, and is aligned with best practice and trauma-informed principles.

The Safer Communities Team Lead is responsible for planning, prioritisation, and resource allocation to ensure the timely, effective provision of student support and trauma informed care for complainants for the management of disclosures relating to gender-based violence, sexual harm, domestic and family violence, bullying and harassment and issues relating to modern slavery affecting members of the University community. The Safer Communities Team Lead is also the lead contact for staff disclosures.

The Safer Communities Team Lead supports the Gender-based Violence Compliance Lead in meeting reporting obligations by coordinating, analysing and reporting on disclosure data. Acting as the subject matter expert, the role ensures data integrity and interpretation, and provides specialist advice to inform reporting under the Higher Education National Code to Prevent and Respond to Gender-based Violence, as well as annual reporting and reporting to University Executive and Senate committees.

The Team Lead reports to the Manager, Safer Communities and works closely with the Incident Manager and Critical Incident Liaison Officer as required to support the response to critical incidents involving students. Through operational leadership and coaching of the Safer Communities Case Officers, the Safer Communities Team Lead fosters a culture that is aligned with the University's values and supports the team's understanding and adherence to relevant legislation, frameworks, standards, policies, and procedures.

In collaboration with the Manager, Safer Communities, the Team Lead is responsible for proactively identifying opportunities for enhancing the services provided to students and staff.

The Team Lead will regularly engage with individuals who have experienced traumatic events and may be exposed to distressing information or materials. The role requires the ability to manage this exposure in a proactive and professional manner, maintain appropriate confidentiality and boundaries, and utilise reflective practice, supervision and wellbeing strategies to support personal resilience, while providing guidance and support to Safer Communities Case Officers to manage vicarious trauma and build individual and team resilience.

DECISION MAKING AND DELEGATIONS OF AUTHORITY

The Safer Communities Team Leader will work under the broad direction of the Manager, Safer Communities but with a considerable degree of autonomy and will determine how their key accountabilities are to be carried out to achieve the goals. They have discretion to plan their work on a daily, weekly, and often monthly to yearly basis to ensure that their key accountabilities are met, and work goals are achieved. They will resolve complex matters related to their key accountabilities however should exercise judgement to escalate matters in a timely manner to Manager, Safer Communities (e.g. complex and/or sensitive cases). They will be responsible for several definable work goals, develop and implement programs related to their key accountabilities, may have staffing responsibilities, and need to elicit the assistance of others to achieve work goals. They will be the point of contact for escalated issues related to their key accountabilities, and more junior staff may look to them for guidance and support in achieving their work goals. As an experienced professional, they will provide sound advice and recommendations, exercise independent judgement and apply extensive know-how to achieve their work goals. Actions and decisions are taken collaboratively where appropriate.

This position is designated as child-related employment. To be able to work in this role, you will need a current Working With Children Check (WWCC) or to consent to WWCC employment screening.

KEY RELATIONSHIPS



THE UNIVERSITY OF
SYDNEY

Relationships	Position Title
Supervisor	0080979 Manager, Safer Communities - Miss Sharon Chung
Direct Reports	
Peer Relationships	Refer to the organisational charts in Workday to view peer relationships relevant to your role. Please Note- This option is only available to University staff.

RESPONSIBILITY DESCRIPTION

1. Manage the overall operations and daily activities of the Safer Communities Case Officer team, ensuring the effective utilisation of resources, monitoring access and demand, and enabling timely, high-quality service delivery to students and staff. This includes ensuring appropriate systems and technology are in place to support accessible service provision for staff and students across all locations.
2. Provide direct case management of the coordination of support in response to disclosures of gender-based violence, sexual harm, domestic and family violence, bullying and harassment and issues relating to modern slavery, involving, students, staff, former students, former staff members, and visitors, acting as the central contact and coordination point to ensure timely and appropriate support and referral services are provided.
3. Hold primary responsibility for comprehensive risk assessments for all disclosures, identified or de-identified, regardless of source, integrating professional judgement with established risk assessment frameworks to evaluate and mitigate risk to individuals and the broader University community.
4. Conduct ongoing review of risk assessments working collaboratively with relevant University stakeholders and external partners to support coordinated, timely and consistent risk management responses, in line with the University's duty of care and established escalation pathways to promote student and community safety.
5. Participate in an on-call roster, including weekends, to monitor Student Accommodation disclosure and reporting channels, undertake initial triage of reports, and ensure timely escalation to the Student Wellbeing on-call team in line with established escalation pathways, duty of care obligations, and the requirements of the Higher Education National Code to Prevent and Respond to Gender-based Violence.
6. Collaborate with internal University stakeholders and external providers to effectively manage disclosures.
7. Act as initial triage point, under guidance of the Manager, Safer Communities for historic reports from former staff, former students, and broader members of the public, ensuring the timely referral of historic reports to the Manager, Safer Communities for ongoing case management and referral to appropriate services.
8. Support the response to critical incidents involving students, in collaboration with the Incident Manager, ensuring the timely and appropriate provision of support to students, in partnership with faculty, portfolio representatives, external agencies, and international consulate representatives.
9. Lead the continuous improvement of the Safer Communities Case Officer team by developing, coaching, and mentoring employees, and providing clinical management and case management guidance.
10. Support and ensure the team's understanding and adherence to relevant legislation, frameworks, standards, policies, and procedures through regular team meetings and individual coaching.
11. Manage the coordination and delivery of Modern Slavery initiatives, acting as the central Safer Communities contact point, and working collaboratively with internal University stakeholders and external providers to deliver outcomes aligned with the Modern Slavery Working Party priorities.
12. Assist in coordinating data collection and compliance requirements, working in partnership with the Gender-based Violence Compliance Lead to ensure rigorous and accurate capture of disclosure data. This includes supporting reporting under the Higher Education National Code to Prevent and Respond to Gender-based Violence, responding to ad hoc data requests, and contributing to the identification and escalation of potential and emerging risks.
13. Proactively maintain effective collaborative relationships with internal and external stakeholders including other PVC (Student Life) teams, professional service units (including COS, SHW, Workplace Relations, Office of General Counsel, Student Affairs Unit, and Marketing and Communications) and relevant faculty staff.
14. Contribute to the preventative education initiatives for the Safer Communities Office and Student Wellbeing including but not limited to Respect@Sydney (online module and face to face workshops) information presentations and activations.
15. Perform work activities relevant to the role's key accountabilities as approved by senior managers and commensurate to the role's classification level.

EDUCATION

Education

Other - An equivalent combination of training and experience.

Postgraduate qualifications - In a relevant field

Only one Field of Study needs to apply. The Education requirements should be considered in conjunction with the Work Experience requirements.

CERTIFICATIONS

Certifications

Working with Children Check - No Issuer.

SKILLS

Skills

Ability to Communicate Effectively

Analytical and Problem Solving

Computer Literacy

Critical Thinking and Decision Making

CRM Systems

Customer Service

Data Analysis

Negotiation and Influencing.

Planning and Organisation.

Teamwork and Collaboration.

WORK EXPERIENCE

Work Experience

Experience in people management, including managing staff performance and development.

Interpreting and applying policies and procedures.

With education and student experience programs.

Working in a culturally diverse environment.

Working in a tertiary education environment.

CAPABILITIES

Priority Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Acts responsibly	Understands constraints and works to optimise value for the University by balancing safety, sustainability, risk, opportunity, and finite resources to deliver, directly or indirectly, on the objectives of the University.	INT
Acts with courage, respect and integrity	Acts with honesty, demonstrating ethical and professional behaviour, with the courage to speak up for respect and integrity.	INT
Collaborates with others	Builds networks, models collaboration and works effectively with others to encourage inclusivity and impact.	INT
Displays cross-cultural understanding	Collaborates in an inclusive way demonstrating an understanding of cultural differences and how our views can shape the way we operate.	INT



Priority Professional Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Actively manages opportunities, risks and issues	Actively manages opportunities, potential risks and uncertainties to achieving the strategic objectives of the University.	INT
Delivers service excellence	Understands customer needs and wants, both now and in the future, to agree, meet and manage service expectations and deliver an excellent service experience for University staff, students and the community.	ADV
Presents with credibility	Presents and facilitates discussion by making information understandable and engaging students, staff and/or the community to generate action and create an impact.	INT
Seeks insights to inform decisions	Gathers, consolidates and evaluates a range of information to uncover key insights and inform business decisions across the University.	INT
Thinks and acts strategically	Understands the bigger picture and thinks conceptually and practically when making decisions and solving problems, aligning solutions with the University's strategic direction.	ADV
Understands the education landscape	Understands the Higher Education sector and student experience objectives of the University and the operating environment of the Faculty/School, navigating this landscape to support staff to deliver on the education objectives of the University.	INT

Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Communicates with impact	Interacts with others clearly and effectively, using respectful verbal and non-verbal communication for the benefit of our students, staff and the communities we serve	INT
Contributes to the University	Shows an appreciation of the higher education sector and role of the University in the local and international community, supporting the University's strategy of excellence in research, education, engagement and student experience.	INT
Displays adaptability	Remains committed and persistent in the pursuit of goals, maintaining composure and professionalism, regardless of changing circumstances.	INT
Excels in discipline, field or profession	Strives to develop and improve own proficiency and profile in areas of focus, creating a positive impact for the University.	INT
Responds to changing contexts	Anticipates and monitors demand and develops considered responses to continually improve student, staff and community outcomes	INT
Strives to learn	Exhibits a commitment to continuously learn, having the courage to embrace new practices, behaviours and mindsets and be open to new ideas and perspective.	INT
Takes accountability	Takes accountability for own actions and contributes to an inclusive, psychologically safe and high performance culture where people are inspired to thrive and realise their potential.	INT
Takes action	Takes initiative, achieving results through a commitment to excellence and quality outcomes for the University, Australia and the wider world.	INT
Thinks and solves problems	Makes informed and considered decisions by thinking critically and comprehensively to progress and enhance outcomes for the University.	INT