Position Description

Position Title	Team Leader – Housing		
Job ID	JC100070		
Reports to	Service & Practice Lead - Housing		
Direct reports	May include, but are not limited to, frontline service delivery roles		
Program/ service	Doorway and Pathways to Home		
Directorate	Services		
Primary location	Frankston, with regular travel to co-located sites in Mitcham, St Kilda, inner east Melbourne and Gippsland	**Work Arrangement**	Onsite
Award & classification	SCHADS Award – Social and Community Services Employee Level 5		
Designated role?	No *A designated role limits who can apply — for example, a role open only to Aboriginal and Torres Strait Islander people, or to people with lived or living experience. If yes, contact your P&C rep before proceeding.*		
Last reviewed	Nov 2026		

About Wellways

For close to 50 years, Wellways has worked with people, families, friends and carers to create an inclusive community where everyone can imagine and achieve their hopes and potential.

Founded by families advocating for better mental health support, lived and living experience remains at the heart of everything we do. Today, Wellways is one of Australia's leading mental health, wellbeing, carer and disability services organisations, supporting people of all ages experiencing mental health challenges or barriers to their physical, social and emotional wellbeing.

We work alongside people in their recovery journey, recognising that every person is the expert in their own life. Our approach focuses on strengths, aspirations and opportunities for connection, supporting people to build the life they want and participate fully in their community.

Our teams bring together lived and living experience, peer support, psychosocial and clinical expertise. We value each perspective equally, recognising that meaningful support is created when different forms of knowledge and experience work together with the person at the centre.

Beyond delivering services, we work to strengthen communities and drive positive change through advocacy, partnerships and system reform. Guided by our values of honesty, acceptance, fairness, commitment and participation, we connect people, strengthen families and transform communities. To learn more, visit www.wellways.org.

About Program/ Service

Wellways' Specialist Mental Health services provide community-based support for people experiencing mental health challenges, including housing support for people experiencing or at risk of homelessness.

The Housing team delivers the Doorway and Pathways to Home programs in Victoria, funded by the Victorian Government. Service delivery is underpinned by the Housing First Principles for Australia: people have a right to a home without preconditions, and are offered flexible, person-led support for as long as it's needed, separate from their housing and grounded in choice, recovery, harm reduction and community inclusion. Doorway is delivered in partnership with clinical mental health providers St Vincent's Hospital, The Alfred, Bayside Health and Latrobe Regional Health.

The Team Leader - Housing is responsible for leading the day-to-day service delivery and performance of a frontline team, ensuring participants receive high-quality, person-centred services in accordance with organisational, contractual and legislative requirements.
The role provides visible leadership, workforce coordination and operational and practice support to frontline employees, grounded in Housing First principles, while fostering a positive, inclusive and high-performing team culture.

Working closely with the Service & Practice Lead - Housing, the Team Leader translates organisational priorities into daily practice, helps strengthen practice across the program, supports employee capability and ensures operational issues are addressed promptly.

This role is based on-site. A regular physical presence within the service and, where required, in the community is an inherent requirement of the role to provide accessible leadership and support to employees, build effective relationships with participants and stakeholders, and oversee service delivery. Regular travel across co-located sites in metropolitan Melbourne and Gippsland is also required.

Scope

Service Portfolio	Doorway and Pathways to Home
Direct Reports	7
Approximate FTE	6.2
Note: The services and programs within the role's portfolio may change over time as services are established, transitioned, recommissioned or cease, and in response to changing organisational and funding requirements.	

Key Responsibilities

Role-specific Responsibilities:

Service Delivery & Operational Leadership

- Lead the day-to-day delivery of services to ensure safe, high-quality and participant-centred outcomes.
- Support the team to integrate recovery-oriented and Housing First approaches in practice.
- Coordinate daily team operations, participant allocation, workflow and rostering to meet service demand and workforce coverage needs.
- Monitor leave, vacancies and staffing requirements and communicate emerging workforce issues.
- Provide visible leadership and practical operational support to frontline employees.
- Make day-to-day operational decisions within delegated authority and in accordance with relevant policies and procedures, responding promptly to service issues and escalating significant incidents, complaints and higher-level matters to the Service & Practice Lead as appropriate. Ensure accurate operational information is maintained and contribute to reporting requirements as requested.
- Support implementation of organisational initiatives and local service improvements.
- Ensure participant feedback informs day-to-day service improvement.
- Promote consistency in service delivery, organisational practice and participant experience.
- Hold a small caseload, as required.

Stakeholder & Participant Relationships

- Develop positive working relationships with participants, carers and local service providers.
- Support effective collaboration with internal teams and external partners.
- Encourage meaningful community participation and connection.
- Represent Wellways professionally in day-to-day stakeholder interactions.
- Work alongside participants, families and carers to promote choice, self-determination, community participation and participant voice, ensuring their input shapes day-to-day support and decisions.
- Value and draw on lived and living experience to inform the team's practice and decision-making.

Governance, Quality & Risk

- Support compliance with organisational, contractual and legislative requirements.
- Identify, manage and escalate operational risks appropriately.
- Ensure incidents, hazards and complaints are managed in line with organisational processes.
- Support implementation of quality improvement initiatives.
- Promote safe work practices and contribute to continuous improvement.
- Model ethical, professional practice that reflects recovery-oriented, trauma-informed, strengths-based and evidence-informed approaches, and is culturally safe, responsive and inclusive.

- Engage in reflective practice, through critical reflection, supervision and Communities of Practice, to strengthen self-awareness and practice, and support the team to do the same, fostering a culture of continuous learning and accountability.
- Support Wellways-wide service innovation and quality initiatives relevant to your service.
- Be responsible for day-to-day office facilities, maintenance and fleet matters at the site, escalating matters as required.

People Leadership Responsibilities:

In addition to the role-specific responsibilities, this role is expected to fulfil the following Core Leadership Responsibilities as a Wellways People Leader.

Purpose and direction	- Foster a shared sense of purpose within the team, grounded in the support provided walking alongside participants, helping employees understand how their role contributes to the service's goals and Wellways' broader priorities. - Communicate clear priorities and expectations for the team, in line with direction set by your people leader. - Support people through change and embed new ways of working in day-to-day practice.
Culture and belonging	- Foster a safe, inclusive and connected team environment where employees feel they belong and can bring their whole selves to work. - Work collaboratively with other leaders at your site to strengthen a shared, positive culture across co-located teams. - Foster a culture where the unique contribution of every discipline and role is recognised and valued in delivering high-quality, participant-centred support. - Create opportunities for employees to contribute ideas, solve problems and raise improvements. - Model Wellways' values through everyday, visible leadership. - Communicate openly and transparently with the team, building trust and clarity. - Recognise and celebrate individual and team achievements.
Performance, Development and Support	- Provide line management across the employee lifecycle — recruitment, onboarding, performance, development and recognition — to support a positive employee experience. - Support employees to plan and manage their day-to-day workload. - Provide effective supervision, coaching and mentoring to build employee capability and confidence. - Support student placements within the service, including learning plans, appropriate workplace exposure and placement supervision, in collaboration with relevant leaders and supervisors. - Facilitate employees' access to discipline-specific supervision (such as clinical or lived experience supervision) where relevant. - Identify development needs and support employees to engage in learning and professional development. - Address day-to-day performance, attendance and conduct matters constructively, fairly and in accordance with Wellways policies, partnering with People & Culture or escalating complex or unresolved matters to your people leader. - Respond to employee concerns and workplace issues in an impartial, timely and appropriate manner, ensuring matters are managed in accordance with Wellways policies and procedures, and escalating as required.

Health, safety and wellbeing	- Lead with practices that prioritise the physical and psychological health, safety and wellbeing of employees. - Apply a trauma-informed approach to leading the teams, supporting psychological safety and trust. - Ensure employees are aware of and can access wellbeing supports and safe pathways to raise concerns.
Inclusion, cultural safety and lived experience	- Foster an inclusive team environment where diversity is valued and respected, strengthening inclusion. - Embed lived experience in day-to-day decision-making, service delivery and continuous improvement. - Practise culturally safe leadership, supporting Wellways' Reconciliation commitments.

General Responsibilities:

The following responsibilities apply to all Wellways employees.

Conduct and compliance	- Act in accordance with the Wellways Code of Conduct (Working Together) and all relevant organisational policies and procedures.
Work health, safety and risk	- Take reasonable care for the health and safety of yourself and others, and report incidents, hazards and near misses promptly in accordance with Wellways Work Health and Safety policies and procedures. - Identify and manage risks within the scope of the role, escalating them where required, in accordance with Wellways policies and procedures, to support safe and effective service delivery.
Child safety	- Uphold the safety, rights and wellbeing of all children, promote a culture of child safety with zero tolerance for abuse and neglect, and follow Wellways' child safety reporting requirements and obligations.
Privacy and confidentiality	- Maintain the privacy and confidentiality of personal and health information and manage records in line with Wellways policies.
Inclusion and cultural safety	- Contribute to a safe, respectful and inclusive workplace, free from discrimination, bullying, sexual harassment and victimisation, and speak up about poor behaviour or concerns. - Work in a culturally safe and responsive way with Aboriginal and Torres Strait Islander People and people from diverse backgrounds.
Lived experience	- Support Wellways' commitment to the meaningful inclusion of lived experience by incorporating lived experience perspectives into work and decision-making, where appropriate to the role.
Quality and improvement	- Contribute to continuous quality improvement, including participation in reviews, audits and service development. - Seek and act on complaints and feedback to improve services.
Working with others	- Work collaboratively with colleagues to achieve shared organisational outcomes, contributing to a positive, inclusive and high performing culture. - Build and maintain effective, respectful professional relationships with internal and external stakeholders relevant to the role.
Professional development	- Engage actively in supervision, professional development and learning. - Complete all mandatory and role-related training, including refreshers, within required timeframes.
Other duties	- Manage and plan own work to meet individual goals and outcomes. - Undertake other reasonable duties as directed.

Key Selection Criteria

Qualifications, Experience and Skills

Essential:

- Relevant qualification in health, human services, community services or a related discipline, or an equivalent combination of qualifications and experience.
- Demonstrated experience leading or coordinating frontline teams.
- Experience supporting workforce capability through supervision, coaching or mentoring.
- Demonstrated ability to lead day-to-day service delivery and respond to changing service priorities.
- Strong interpersonal, communication and problem-solving skills.
- Demonstrated commitment to participant-centred, recovery-oriented and trauma-informed practice.

Desirable

- Experience working in a similar type of health, housing or community service.
- Knowledge of the Housing First principles
- Experience in roster coordination, recruitment and onboarding of employees.
- Experience working across multidisciplinary teams.
- Lived or living experience of mental health, disability or caring.

Compliance Checks

This role requires the following to be maintained throughout employment in accordance with Wellways' Workplace Compliance Screening Policy and Procedure:

- Right to work in Australia
- 100 points of ID
- Valid Driver Licence
- Satisfactory National Police Record Check
- International Police Check (if appliable)
- Current Working with Children Check
- Current NDIS Worker Screening Check
- NDIS Worker Orientation Module Certificate – Quality Safety and You

Our Commitments

Wellways is committed to reconciliation and acknowledges Aboriginal and Torres Strait Islander People as the Traditional Owners and Custodians of the land on which we live, work and play. We pay respect to their Elders past and present.

We are committed to child safety, inclusive communities, workplaces, policies and services for people of all backgrounds and lived experiences, genders, sexualities, cultures, bodies and abilities.

Wellways is committed to prioritising the health and safety of employees and ensuring that all work is carried out in a safe and responsible manner. We will take all reasonably practicable measures to

identify, eliminate or minimise risks to health and safety, including psychosocial risks, in our workplaces. Beyond minimising harm, we are committed to fostering a positive environment where people feel supported and able to thrive. Our commitment extends to protecting the wellbeing of all people in our workplaces, including service users, their families and the wider community.

Position Description Statement

This position description outlines the purpose, scope and key responsibilities of the role. It may be updated from time to time to reflect organisational changes. Where changes to this position description materially affect the role, Wellways will consult with the employee in accordance with applicable legislation and organisational policies.

By signing your employment agreement, you acknowledge that you have read and understood this position description.