

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Team Leader Care Services – Home Based Care & Therapeutic Foster Care
Directorate / Service / Program	Family Support and Care Services
Reports to	Manager Care Services
Location	Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 7
Date Revised	April 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Team Leader provides effective leadership and coordination of program and service delivery, ensuring a client-centred, child-focused and culturally safe approach. The role supports continuous program development and quality improvement, guiding staff to deliver responsive, outcomes-focused services for children, carers and families.

The Team Leader leads the team to identify client needs, set measurable goals, undertake risk assessments and develop action plans in collaboration with clients, carers and service providers. The role promotes strong advocacy for clients' rights and culturally responsive practice, while supporting staff to manage caseloads effectively, particularly in early intervention, risk assessment and complex matters. Regular case reviews are undertaken to monitor progress and ensure timely, appropriate responses.

The position provides oversight of practice across Home Based Care and Therapeutic Foster Care embedding therapeutic and trauma-informed approaches that prioritise child safety, wellbeing and stability. The Team Leader supports effective service delivery through tailored assessments, collaborative case planning and coordinated supports, and may hold and manage a small caseload as required, including complex or high-risk cases, to ensure continuity of service delivery and support team capacity.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

- Provide oversight and coordination of the HBC / TFC program, ensuring the delivery of contractual outcomes and promoting service quality, safety and sustainability.
- Provide effective leadership, day-to-day direction and coordination of program and service delivery, supporting ongoing program development and ensuring a focus on client centred, child focused and culturally safe practice.
- Translate organisational and divisional priorities into operational plans, service initiatives and performance measures that support effective service delivery and continuous improvement.
- Lead and support teams to identify client needs, set measurable goals, undertake and implement risk assessments, and develop, monitor and review action plans in collaboration with children, carers, families and service providers.
- Provide leadership, direction and accountability to caseworkers and senior practitioners, ensuring consistent, high quality service delivery and effective responses to complex practice and operational matters, particularly in early intervention, risk assessment and complex case management.
- Lead and monitor effective caseload management practices, ensuring staff receive appropriate guidance, support and oversight to achieve positive client outcomes.
- Ensure client progress and outcomes are regularly reviewed, with clear direction provided to address emerging risks, service gaps and practice issues.
- Provide regular formal supervision and performance appraisals, supporting accountability, professional development and performance improvement in line with organisational policies, procedures and sector guidelines.
- In conjunction with the Manager, lead and coordinate workforce planning and recruitment activities, including program coverage, leave management, professional development and performance management, to maintain a skilled and sustainable workforce aligned with service needs.
- Oversee and monitor program budgets within approved delegations, ensuring responsible use of resources, financial sustainability and compliance with funding requirements, in collaboration with senior management as required.
- Support and contribute to contract management responsibilities with funding bodies, including performance reporting, compliance monitoring, audit preparation and maintaining constructive working relationships.
- Monitor and review program objectives and targets in line with funding body requirements, ensuring service performance and reporting obligations are met.

- Utilising and embedding Care Services Model of Care oversee specialist care services case management practices, ensuring a strong focus on the best interests, safety and wellbeing of children and young people.
- Monitor data quality and integrity, ensuring client files, records and data systems meet internal, external and contractual compliance requirements.
- Advocate for the needs and rights of children, young people, individuals and families, with a strong focus on risk assessment, culturally responsive practice and the use of evidence informed interventions.
- Actively participate in leadership meetings, cross agency initiatives and external working groups, representing the program and contributing to organisational priorities.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Team Leader Core Capabilities

- Utilises knowledge of industry and community, and funding networks and partnerships to guide the team in providing services that meet sector and client needs.
- Acts with integrity in leading teams and works effectively with Meli Managers to deliver service excellence.
- Aligns team expectations with organisational values and agreed performance standards through effective people management. Supports achievement of outcomes and creates opportunities for recognising performance.
- Models' professional behaviour, effectively manages performance in conjunction with the Manager as required, provides timely and constructive feedback and coaching and learning opportunities, and facilitates employee development.
- Builds a supportive and cooperative team environment of learning and service excellence.
- Encourages new and innovative solutions that will deliver benefits to clients and Meli.
- Creates and drives a culture where all staff practice inclusion and value the diversity of people, lived experience and background.
- Always operates within approved systems and processes to meet funding, employment, and other legislative responsibilities.
- Translates strategies into actionable objectives, fostering continuous improvement. Communicates effectively to facilitate implementation.
- Encourages and facilitates change through effectively influencing, understanding, overcoming obstacles, and gaining support.
- Utilises a range of communication modalities (written/verbal) to confidently convey ideas and information concisely and professionally to meet the needs of the target audience.

- Manages difficult and sensitive situations with staff, professionals, and clients effectively

Qualifications, Skills, and Experience

- A tertiary qualification in Social Work, Psychology or a related discipline, with substantial experience coordinating and managing complex human services programs.
- Sound knowledge of relevant legislative, regulatory and funding frameworks, with demonstrated responsibility for supporting compliance within service delivery and operational practice.
- Proven experience providing leadership and supervision within complex service environments, including setting expectations, supporting accountability, and contributing to workforce capability and development.
- Demonstrated ability to coordinate service operations, implement organisational strategies, and develop systems and processes that support service quality, consistency and sustainability.
- Highly developed interpersonal and communication skills, with experience building effective internal and external relationships and preparing clear reports and advice to support operational decision-making and continuous improvement.
- Demonstrated capability to contribute to service governance, risk management and quality improvement in line with organisational and funding requirements.

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Government and other agencies as relevant
- Relevant funding bodies
- Community Services Partner Organisations.

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Rarely
Working in buildings which may have stairs (Reasonable adjustments can be made)	Sometimes
Driving, in & out of vehicles (If driving is required, must hold current Victorian Driver Licence)	Often
Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations (Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)	Sometimes
Working outside in differing weather conditions	Rarely
Working on-call and/or after hours	Sometimes
Attending external locations including client homes	Sometimes

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+,

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.