Position Description

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

Position Title	Team Leader Adults Using Family Violence
Directorate / Service / Program	Access & Family Safety / The Orange Door Barwon
Reports to	Manager, Access & Family Safety
Location	Geelong & The Orange Door Access Points
Classification	Social, Community, Home Care and Disability Services Industry Award Level 7
Date Revised	September 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 for program and service delivery, ensuring a client-centred approach and ongoing program development within The Orange Door, Barwon (TOD).

The Team Leader will work within a partner agency intake and assessment model, and lead an integrated team to identify client needs, establish measurable goals, conduct risk assessments, and develop action plans while ensuring engagement with service providers.

The position will lead the team to advocate for clients' rights, ensuring culturally safe service provision and quality outcomes. The Team Leader will effectively manage caseloads to support staff in casework, particularly in early intervention, risk assessment, and complex cases, ensuring regular review of client progress.

In collaboration with the Manager, the role involves overseeing people management matters such as program coverage, recruitment, and professional development. The Team Leader will assist the Manager with budget preparation, ensuring compliance with funding and service agreements and internal reporting requirements.

The position will be located at the Geelong office, however you may also be required to work across different access points, including Colac.

Please see Appendix 1 for more information about the Orange Door.

Key Accountabilities

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

- Provide effective leadership, day-to-day direction and coordination of the program and service delivery, within a matrix management model.
- Lead an integrated team of specialist family violence and child and family practitioners in the provision of quality casework and integrated practice aligned with statewide guidance. Ensure client needs and measurable goals are identified, risk assessments are conducted and implemented, action plans are regularly monitored and reviewed, and care team planning and engagement of service providers, is occurring.
- Provide strong service responses towards adults using family violence, in collaboration with the Practice Leaders, and the leadership team. Including an ability to specifically identify and work against collusion and minimisation of use of family violence.
- Provide sound judgement and authoritative advice on risks, information sharing, priorities, accountability and practice matters to the team and where relevant.
- Where appropriate carry a small caseload, working with families with complexity and supporting a range of targeted brief service interventions in response to identified need i.e. single session work or case conferencing within TOD.
- Ensure that client progress is regularly reviewed with clear direction and assessment and monitoring of client outcomes.
- Apply risk relevant assessment tools and frameworks, including the Best Interests Case Practice Model Framework (BICPM) and MARAM (Multi Agency Risk Assessment and Management) to promote the safety, stability, wellbeing and development of children and young people.
- Lead and support teams to advocate and promote the rights of clients to ensure culturally safe service provision and quality client outcomes.
- Lead the effective management of caseloads, ensuring Meli and partner agency staff have appropriate levels of support and assistance in early intervention, risk assessment and management.
- Provide incident and risk management responses in accordance with the emergency and incident response guidelines.
- Work in partnership with the Local Leadership Team (LLT) and Management to monitor and manage periods of increased referral demand and prioritisation of clients to ensure a timely and robust intake system.

- Provide regular formal supervision and performance appraisals and provide support and direction to employees in line with organisational policies and procedures and sector guidelines ensuring a high level of accountability.
- In conjunction with the LLT and Management, oversee coordination of relevant people management matters such as program coverage, recruitment, leave, professional development, appraisals, and performance management.
- Actively participate in leadership meetings and provide representation on key projects, cross agency, and in external working groups.
- Demonstrate initiative and exercise judgement to support the delivering of screening and triage, assessment, crisis responses, service planning, targeted interventions, allocation and coordinated referrals consistent with the Integrated Practice Framework, Operational Guidelines, Service Specifications and relevant risk assessment tools and frameworks.
- Carry a high level of responsibility for decision making to identify, assess and prioritise risk and needs of women and children, families, and adults using family violence, drawing on the expertise of different practitioners in a multi-disciplinary team, including consultations with Practice Leaders where required.
- Organise relevant team meetings to ensure dissemination of information prudent to the operations and internal and external compliance of the program, and adherence to statewide guidance.
- Assist the Manager with budget preparation, monitoring funding allocations and program budget. Maintain records in compliance with funding and service agreements, agency reporting requirements and all other reporting requirements.
- Monitor operations and review program objectives and targets on a regular basis and in line with funding body requirements.
- Participate, develop and build capacity to promote TOD through community education activities and communication with partner agencies.
- Liaise with Child Protection Intake and Community Based Child Protection in relation to intake and referral activity and joint case intervention when required.
- Liaise and work collaboratively with Management, the Specialist and Integrated Practice Leaders, Service System Navigator and the Hub Manager to ensure that an integrated and safe response is provided to clients who access TOD.
- Ensure client files and records meet external compliance requirements.
- Provide internal reports to the Manager, as required.
- Monitor data entry and ensure relevant data systems are maintained.
- Advocate for the needs of children, young people, individuals, and families with a particular focus on ongoing assessment of risk and the use of evidence informed interventions.
- Taking reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.

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, Human Services, or equivalent, or be working towards this in line with recommendation 209 of the Royal Commission into Family Violence. Click here for more information: https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners
- Minimum 3-5 years' experience in the specialist family violence field, particularly in the provision of providing intake and assessment services.
- Demonstrated experience providing positive leadership and supervision with a focus on support and accountability of a team within a complex service delivery environment.
- A comprehensive understanding of family violence, sector reforms, relevant legislation with a demonstrated compliance in work practices.
- A comprehensive understanding of the gendered nature of family violence, experience working with adults using family violence and advanced risk assessment and management skills.
- Highly developed interpersonal skills with the ability to build effective relationships across the organisation and externally.
- Highly developed communication skills with an ability to convey ideas clearly and effectively in both written documents and verbal interactions.
- Demonstrated ability to develop processes and systems to improve the quality of service ensuring sustainability of service activity.

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 (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Family Safety Victoria
- Sexual Assault Family Violence Centre
- Wathaurong Aboriginal Cooperative
- Colac Area Health
- Victoria Police
- Child Protection
- Corrections
- Courts Services of Victoria
- Barwon Health
- Department of Education

- Barwon Child and Families Services Alliance Partners

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	N/A
Working in buildings which may have stairs *(Reasonable adjustments can be made)*	Often
Driving, in & out of vehicles (*If driving is required, must hold current Victorian Driver Licence)*	Sometimes
Bending, lifting, pushing, pulling	N/A
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)	Often
Working outside in differing weather conditions	N/A
Working on-call and/or after hours	Rarely
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.