



Team Leader

Position Description

Reporting to:	Service Manager	Work location:	Flexible
Department:	54 reasons	Budget holder:	No
Team:	Leaving Violence Program	Direct reports:	Yes

About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. Our operations and services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

From our 54 reasons Practice Framework to our culture where you will feel valued, belong and make a difference for children, 54 reasons is truly a place you will **learn and grow**. Find out more about *Our Promise* to Children and Young People and how our Practice and Impact measurement team works to ensure the provision of high quality, contemporary and inspiring service, practise and outcomes that meet and exceed client needs. [Our Approach – 54 reasons](#)

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

Role Purpose

The Team Leader plays a key operational leadership role in our delivery of the Leaving Violence Program (Program), a nationally funded initiative by the Australian Government under the National Plan to End Violence against Women and Children 2022-32.

Designed with core principles of trauma informed, person centred, culturally responsive, ethical and accountable, the Program supports victim survivors who plan to leave or have left a violent intimate partner relationship. The service operates Monday to Friday, 8:30 am to 5:30 pm (local time) across all Australian states and territories, ensuring comprehensive coverage across all time zones.

The Team Leader role is responsible for providing guidance, support, and line management to a team of Individual Support Specialists and Individual Support Workers, as detailed below.

Here your skills will be valued

People management and team leadership

- Lead a team of practitioners, ensuring high-quality service delivery and adherence to schedules and performance targets
- Provide leadership, coaching, and performance management to build a high performing, engaged team



- Work in collaboration with the Workforce Planner to oversee workforce planning, including rostering and ensuring appropriate staffing levels in a virtual call centre environment
- Conduct probation reviews and ongoing performance management, ensuring clear expectations and constructive feedback
- Foster a collaborative and supportive team culture that prioritises professional development, wellbeing, and continuous improvement

Real-time & service operations management

- Monitor and manage real-time virtual workforce operations, ensuring teams are meeting service demands efficiently
- Adjust resource allocation as needed to optimise service delivery
- Use service data and performance insights to drive operational improvements and efficiency

Escalation and issue resolution

- Act as the escalation point for approvals, service queries, and operational challenges
- Support the team in resolving issues, ensuring timely and effective responses
- Work closely with leadership teams to address emerging service trends and workforce needs

Service delivery

- Oversee day-to-day service operations, ensuring compliance with policies and regulatory requirements
- Maintain a strong focus on service quality, victim-survivor outcomes, and adherence to best practices
- Identify opportunities for continuous improvement and contribute to service development initiatives
- Assist with reporting, workforce development, and strategic planning to enhance overall service effectiveness

Financial support package approval

- Approve financial support packages, ensuring that victim-survivors receive the necessary assistance to safely transition out of violence

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied
- Ensure staff have completed all required training and have up-to-date background and working with children checks
- Lead and promote a culture of strong governance promoting employee health, safety and security and operational risk management
- Show leadership towards health and safety awareness and improvements

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes
- Ensure staff have completed background checks and are trained in child safeguarding in line with organisational and program requirements

**All roles at Save the Children contribute to our impact for children**

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring to this role:

Essential knowledge or experience

- Demonstrated experience in a leadership role in health, community, social services, or other relevant sectors – ideally focusing on family, domestic and sexual violence
- Proven experience leading diverse teams, including frontline workers and those from diverse backgrounds
- Strong performance management experience, including coaching, mentoring, and staff development
- Experience in enhanced risk and needs assessment and safety planning
- Knowledge of child protection issues and commitment to upholding the child protection processes

Desirable knowledge or experience

- Experience in real-time workforce management, rostering, and operational service coordination
- Experience in payments and fraud

Required qualifications and/or accreditations

- Three-year Bachelor's degree in social work, Counselling, Community Services, Psychology or related field
- Eligibility for professional registration with any of the following governing bodies – ACA, PACFA, AASW or AHPRA

Additional Information

- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

Driver's Licence:

Not required

Travel:

Nil

Working with Children Check:

Required

Assets:

Laptop/phone