

Service Delivery Lead

Position Description

Reporting to:	Regional Manager	Work location:	Mt Isa
Department:	54 reasons	Budget holder:	No
Team:	Mt Isa/Gulf DFV	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 Service Delivery Lead strengthens program stability, practice quality, and operational consistency across all service streams. The role provides senior-level support to the Regional Manager by leading proactive practice uplift, supporting onboarding and induction, coordinating cross-program initiatives, and driving internal projects that enhance service delivery, compliance, and practice excellence.

Here your skills will be valued

Role requirements

Practice Leadership & Quality

- Provide practice guidance, coaching and support to Senior Practitioners.
- Directly manage Senior Practitioners, ensuring more coordinated practice development across teams.
- Lead practice uplift initiatives across all programs.
- Support implementation of evidence-informed practice frameworks.
- Monitor practice trends, risks, and opportunities for improvement.
- Support reflective practice, case reviews, and quality assurance activities.
- Assist with preparation for audits, reviews, and compliance activities.
- Promote a culture of safety, accountability, and child-centred practice.

Operational Coordination

- Work across programs to identify operational gaps, inefficiencies, or risks.
- Support the Regional Manager with operational planning and workflow coordination.
- Coordinate cross-program responses during periods of high demand or staff shortages.

Onboarding, Induction & Workforce Capability

- Support onboarding, induction and training for Senior Practitioners and Team Leaders.
- Drive continuous quality improvement and ensure program tools are effectively implemented, embedded, and consistently applied across programs.
- Support workforce development initiatives and training coordination.

Stakeholder Engagement & Collaboration

- Build strong relationships with internal and external stakeholders.
- Represent programs in working groups, communities of practice, and project teams.
- Support TLs and the RM with stakeholder engagement where cross-program alignment is required.

Program Development & Internal Projects

- Lead or contribute to internal projects that strengthen service delivery, compliance, and innovation.
- Support implementation of new systems, processes, and organisational initiatives.
- Assist with data insights, reporting, and continuous improvement activities.

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.

Being a leader at Save the Children and 54 reasons means leading with heart, enabling others, and delivering results. Leaders are expected to uphold, and role model the behaviours outlined in our Leadership Framework.

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 supporting women, children, and victim-survivors of violence, with strong expertise in the drivers of gender-based violence, integrated service responses, and the application of the Safe & Together model to strengthen safety outcomes.
- Experience working effectively with people from diverse backgrounds, including culturally and linguistically diverse communities, Aboriginal and Torres Strait Islander peoples, young parents, low socio-economic groups, and socially or geographically isolated families.
- Extensive experience leading and managing high-performing teams in remote or dispersed service environments, with a strong focus on performance, learning, coaching, and workforce development.
- Experience working with children and young people using a strengths-based, trauma-informed approach to support safety and wellbeing.
- Experience in program delivery, monitoring and evaluation, particularly in services supporting children, young people, and families.
- Strong knowledge of child protection issues and a demonstrated commitment to upholding child protection processes, safeguarding responsibilities, and organisational accountability for safety.
- High-level stakeholder engagement capability, with the ability to consult, collaborate, influence, and maintain effective relationships across internal and external partners.

Desirable knowledge or experience

- Experience contributing to risk management, compliance, and quality activities.
- Experience with internal and external auditing processes, including monitoring compliance, identifying gaps, and supporting the implementation of quality improvement actions.

Required qualifications and/or accreditations

- Degree in Social Work, Human Services, Mental Health, or a related field, and/or significant equivalent experience

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:

Required

Travel:

Occasional

Working with Children Check:

Required

Assets:

Laptop/phone