



Position Description (PD)

1. Position Overview

Position Title: Community Services Program Team Leader

Program / Service: Community Services

Award / Classification: SCHADS Award – Level 5

Reports To: Manager (Community Services)

Direct Reports: 4+

2. Position Purpose

The Community Services Program Coordinator coordinates the day-to-day delivery of relevant community services programs and supports delivered by Community Services.

Working under the general direction of the Manager (Community Services), the position establishes operational priorities, monitors workflow and service quality, and provides guidance to Program Officers/Care Coordinators to support timely, person-centred and outcomes-focused service delivery. The position exercises initiative and judgement within established relevant community services program requirements, funding and organisational requirements and assists with monitoring program performance, risk, quality, outcomes and reporting.

3. Key Accountabilities

1. Operational & Service Delivery

- Coordinate the day-to-day delivery of relevant community services programs, including receiving referrals, allocating participants, establishing operational priorities and monitoring workflow and service timeframes.
- Monitor participant allocation, service duration, support planning, reviews, transitions and exits to ensure supports remain within relevant community services program requirements and respond to participant needs and goals.
- Provide operational guidance to Program Officers/Care Coordinators regarding eligibility, intake and assessment, support planning, service coordination, participant reviews, recordkeeping and transition planning.
- Support the delivery of person-centred, culturally responsive, trauma-informed and outcomes-focused services that promote wellbeing, independence and community participation.
- Provide advice and support in relation to complex, escalated or unresolved participant matters, including referrals to advocacy, mainstream, specialist and community support services.
- Exercise judgement in resolving operational issues within established relevant community services program requirements, escalating significant risks, service issues or matters outside delegated authority to the Manager (Community Services).

2. Quality, Compliance & Risk

- Monitor service delivery and participant documentation to support compliance with relevant community services program requirements, funding agreements, service specifications, organisational policies, legislation and quality standards.
- Monitor the timeliness, accuracy and completeness of participant records, support plans, review documentation, service data and program information, addressing or escalating identified gaps.
- Apply organisational risk management and safeguarding requirements and ensure incidents, hazards, complaints, feedback and participant wellbeing concerns are recorded, responded to and escalated appropriately.
- Monitor risks associated with participant services, including service gaps, changing participant needs, provider issues and planned transitions to ongoing supports.
- Assist the Manager (Community Services) to monitor service activity, performance indicators, participant outcomes, emerging trends and reporting requirements.
- Contribute to quality assurance activities, including file reviews, data validation and monitoring adherence to relevant community services program requirements and organisational processes

3. Leadership & Capability

- Establish day-to-day work priorities and monitor the workflow of Program Officers/Care Coordinators in accordance with service demand, participant needs and operational requirements.
- Provide regular guidance, mentoring and expert operational advice to Program Officers/Care Coordinators to support consistent and high-quality service delivery.
- Support employees to interpret and apply relevant community services program requirements, operational procedures, quality requirements and documentation standards.
- Promote effective communication, collaboration, professional accountability and reflective practice across the team.
- Identify workload pressures, practice concerns and capability or development needs and escalate these to the Manager (Community Services).
- Model ethical, professional and respectful conduct consistent with organisational values, policies and codes of conduct.

4. Stakeholder & Relationship Management

- Develop and maintain effective working relationships with participants, carers, service providers, referral partners, funding representatives and relevant community, health and human services organisations.
- Coordinate timely communication between employees, participants and service providers to support integrated service delivery, appropriate referrals and planned transitions.

- Support collaboration with advocacy, community, disability, aged care, housing, health and other support services to assist participants to access appropriate ongoing supports.
- Receive, acknowledge and document complaints and feedback and support their timely referral, response and escalation in accordance with organisational procedures.
- Represent Community Services professionally within the scope of the position's delegated authority.

5. Continuous Improvement & Systems

- Contribute to the review and improvement of relevant community services program procedures, operational tools, workflows and service delivery practices.
- Identify service trends, recurring issues, system gaps and opportunities to improve participant outcomes, service consistency and operational efficiency.
- Support the consistent use of approved case management, recordkeeping and reporting systems.
- Contribute to program evaluation, quality assurance, data review and shared learning activities.
- Assist with implementing approved changes to relevant community services program requirements, processes and service delivery practices and monitor their application across day-to-day operations.

4. Mandatory Legislative & Governance Responsibilities

The role holder is required to:

- Maintain accurate and complete records in accordance with statutory, audit, funding, and organisational requirements.
- Protect personal and sensitive information in accordance with the Privacy Act 1988 (Cth) and confidentiality obligations.
- Identify and report WHS risks, hazards, and incidents are reported in accordance with the WHS Act and organisational procedures.
- Comply with the Fair Work Act and relevant industrial instruments when supervising or directing staff.
- Ensure conduct and decision-making complies with anti-discrimination, equal opportunity, and anti-bullying legislation.
- Act ethically and in accordance with organisational values, policies, and codes of conduct.
- Perform other duties as directed, commensurate with the scope and expectations of the role.

5. Key Relationships

Internal

Relationship	Purpose
Manager (Community Services)	Direction, reporting, escalation
Program Officers/Care Coordinators	Workflow, guidance and mentoring
Other Coordinators and Teams	Integrated service coordination
Corporate Support Teams	Finance, people, compliance, systems

External

Relationship	Purpose
Participants, Carers and Support Networks	Engagement and service coordination
Funding Bodies and Contract Managers	Contract management, reporting and compliance
Service Providers	Coordinated participant service delivery
Referral and Community Partners	Referrals and service integration
Advocacy and Support Services	Access, advocacy and transition support
Regulators and Auditors	Compliance and quality assurance

6. Capabilities & Selection Criteria

Qualifications

- Relevant Diploma qualification in Community Services, Disability Support, Aged Care, Social Work, Health Services or a related field, with at least two years' relevant experience.

Experience

- Demonstrated experience coordinating community or health services, including referrals, assessment, care planning, service coordination and participant transitions.
- Experience providing operational guidance, mentoring and support to employees.

Knowledge & Skills

- Well-developed coordination and organisational skills, including the ability to set priorities, monitor workflows and meet relevant community services program requirements.
- Sound case management skills and experience supporting participants with diverse cultural, social, emotional and health needs.
- Sound knowledge of community services systems, service networks and referral pathways, including the ability to navigate and coordinate supports across multiple service sectors.
- Strong understanding of duty of care, risk assessment, safeguarding, privacy and work health and safety.
- Excellent communication and relationship-building skills with participants, employees, service providers and other stakeholders.

- Strong administration, reporting and problem-solving skills, including maintaining case records, support plans, service data, complaints and feedback.

Values & Behaviour

- Demonstrates ethical leadership, respect, and commitment to positive community outcomes.

7. Role Scope & Authority

Area	Description
Decision-Making	Exercises judgement within approved program frameworks and delegated authority. Escalates significant risks and decisions outside delegation.
Financial Responsibility	Monitors program expenditure and approves costs within delegated authority. Escalates budget variances and non-routine expenditure.
People Responsibility	Coordinates workflow and provides day-to-day supervision, mentoring and operational guidance to Program Officers/Care Coordinators. Formal performance and employment matters are escalated to the Manager (Community Services).
Compliance Frameworks	Relevant program requirements, funding agreements, service specifications, program guidelines, privacy legislation, safeguarding requirements, quality standards, work health and safety requirements, organisational policies and governance frameworks.

8. Work Health and Safety requirements:

Community Services based roles:

- Ability to meet the physical and psychological demands of community-based work.
- Capacity for manual tasks and working across varied environments (office, outreach, client settings).
- Demonstrated resilience and ability to manage complex or sensitive situations effectively.

Office-Based Roles

- Ability to meet the physical demands of a sedentary role, including prolonged sitting and computer use.
- Capacity to maintain focus, manage workload pressures, and work safely in an ergonomic environment.
- Capacity for manual tasks and working across varied environments (office, outreach, client settings).

For all

- Ability to perform the inherent requirements of the role, with or without reasonable adjustment.

9. Employment Conditions

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- Maintain required licences (Drivers), checks (National Police Check and Working with Vulnerable People/Working with Children Check), First Aid Certificate and mandatory training
- Comply with organisational policies and procedures
- Participate in supervision, performance review, and professional development
- Role may require flexible hours and travel between services

9. Acknowledgement

Name	Signature	Date
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Employee		
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Manager		
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