

POSITION DETAILS

Title	Team Leader – Home Based Care
Reference Number	BF038
Classification	Social and Community Services Employee Level 6 <i>(Pay Point dependent on qualifications and years of experience consistent with the Brophy Family & Youth Services Enterprise Agreement 2025)</i>
Organisational Area/Team	Home Based Care
Line Management	Operations Manager – Home Based Care
Direct Report/s	Home Based Care Practitioner, Kinship Care Practitioner, Foster Care Practitioner, Senior Practitioner
Location	Warrnambool / Portland / Hamilton (as required)
Authorised By	Senior Manager – Tenancy, Homelessness and Home Based Care
Effective Date	August 2026

ORGANISATIONAL OVERVIEW

Brophy Family and Youth Services (Brophy) is a place-based, for-purpose community organisation working alongside children, young people and families across South West Victoria. We deliver a broad range of family, youth and children's services from sites in Warrnambool, Portland and Hamilton.

OUR COMMITMENT TO CHILD SAFETY, INCLUSION & PSYCHOSOCIAL SAFETY

Brophy has zero tolerance for child abuse or harm and is unwavering in our commitment to child safety and wellbeing. We empower children and young people by valuing their voices and participation. At Brophy, young people will be supported to express their culture and enjoy their cultural rights. We uphold cultural safety for First Nations peoples and inclusivity for LGBTIQ+ communities. Our workplace fosters psychosocial safety by promoting respect, wellbeing and resilience for all staff and clients.

OUR VALUES

Our work is underpinned by the following core values, which guide how we engage with each other, clients, and the broader community.



PRIMARY PURPOSE OF THE ROLE

The Team Leader – Home Based Care provides leadership, coordination and practice support to the Foster Care and Kinship Care programs, supporting practitioners who work with children, young people and their carers to ensure safe, stable and nurturing placements. The role responds to the complex needs and circumstances present in out-of-home care.

Through trauma-informed practice, reflective supervision and strengths-focused guidance, the role supports high-quality case management, placement coordination and practitioner development. Work is guided by the Best Interests Case Practice Model, Looking After Children framework and relevant child-safeguarding legislation, responding to risk, developmental needs and safety considerations.

The role forms part of the Home Based Care leadership team within the Tenancy, Homelessness & Home Based Care division, working alongside the Senior Manager and Operations Manager to provide consistent, high-quality program oversight. They provide team leadership and supervision support during periods of direct management leave.

Collaborating with practitioners, carers, children, young people and service partners, the Team Leader supports coordinated and effective outcomes that strengthen placement stability, enhance wellbeing and uphold Brophy's commitment to trauma-informed, child-safe practice. The role requires strong relational capability, sound legislative knowledge and the capacity to undertake further trauma-informed training aligned to program needs.

This position operates at Social and Community Services Employee Level 6, working under limited direction and exercising significant professional judgement, autonomy and delegated authority consistent with the specialist scope and organisational impact of the role.

WORK LOCATION AND ROLE REQUIREMENTS

- **Remote / work-from-home arrangements**

This role may involve remote or work-from-home arrangements where consistent with organisational policy, service requirements and role responsibilities.

- **Independent or isolated work**

The role may require working independently or in situations where immediate on-site support is not available, including engagement across multiple locations and community settings.

- **Travel between locations**

Duties may involve travel between Brophy sites and other service locations, including driving as part of the role. Travel may include return journeys of up to four hours between sites, with longer travel possible when undertaking outreach activities.

- **Complex or time-sensitive situations**

The role may involve responding to complex, sensitive or time-critical situations, requiring professional judgement, prioritisation and adherence to organisational procedures.

- **Physical duties or manual handling** (*e.g., facilities, maintenance, some outreach roles*).

Inherent requirements may include manual handling, operation of tools or equipment, or other physical activities, undertaken in accordance with safe work procedures and organisational safety requirements.

- **After-hours or on-call responsibilities**

The role may involve participation in after-hours work or organisational on-call arrangements where consistent with operational requirements and role responsibilities.

All duties are performed within Brophy's Occupational Health and Safety Framework including responsibilities for identifying hazards, following safe systems of work, and supporting safe, respectful and psychologically healthy workplaces.

KEY RESPONSIBILITIES

Service Delivery and Practice

Provides operational, managerial, professional or specialist leadership for a significant program, project, function or work area under limited direction. Establishes outcomes, operational procedures and work practices, evaluates performance and provides expert advice on complex service, professional or organisational matters within the area of responsibility.

Providing trauma-informed leadership and practice support across Home Based Care, ensuring responsive demand management, effective caseload oversight and high-quality case management. Guiding practitioners in therapeutic and contemporary frameworks, supporting facilitation of care teams and contributing to after-hours on-call responses. Works collaboratively with internal teams to support caregiver assessments, reviews and training, and ensures children, young people and carers receive interventions grounded in Best Interests, Looking After Children and trauma-informed models.

Compliance, Risk & Governance

Implements and monitors governance, risk, compliance and quality requirements within the program, function or work area. Interprets complex requirements, coordinates responses to significant issues and identified risks, and ensures learning from reviews, audits and service or operational information informs improvement.

Ensures adherence to program service standards, Brophy's clinical governance requirements and all relevant policies, procedures and legislative frameworks. Maintains accurate, confidential documentation, oversees quality-of-care concerns via CIMS and completes planning, reporting and evaluation activities in a timely and accountable manner within role scope. Supports continuous quality improvement by reviewing consumer feedback, contributing to program evaluation and embedding trauma-informed learning within the team.

Communication & Stakeholder Engagement

Maintains effective relationships with internal leaders, service partners, funders, community stakeholders, and relevant external bodies. Represents the program, function or work area, negotiates matters of significance within delegated authority and provides authoritative advice on complex service, operational or specialist issues.

Builds strong, respectful relationships with children, young people, families, caregivers, colleagues and external stakeholders. Promotes the program across the region, responds flexibly to crises and supports collaborative practice across service systems to strengthen outcomes for children and carers. Demonstrates awareness of diverse client needs and rural community contexts, ensuring communication is warm, clear and strengths focused.

Team Culture, Wellbeing & OHS

Provides leadership for workforce capability and safe work practices within the area of responsibility, supporting a respectful, inclusive and psychologically healthy workplace. Provides professional guidance and, where

applicable within role scope, supervision, and supports consistent implementation of workplace conduct, wellbeing and safety requirements.

Fosters a learning culture by mentoring practitioners, modelling positive leadership behaviours and supporting reflective practice. Contributes to team meetings, planning days and agency activities, and promotes safe, inclusive and child-safe ways of working. Provides guidance during crises, monitors staff wellbeing and manages conflict professionally to support a cohesive, collaborative and resilient team environment.

Leadership & Organisational Contribution

Works under limited direction and exercises significant judgement, autonomy and delegated authority in leading a program, project, function or significant work area. Translates organisational priorities into operational outcomes, leads change and improvement, manages resources within approved constraints and contributes to broader management and organisational planning.

Provides supervision, support and guidance to the Home Based Care team, ensuring contemporary practice and ongoing professional development. Leads the integration of trauma-informed approaches, supports staff through stressful incidents and contributes to organisational initiatives that strengthen service quality. Upholds Brophy's values through core training, reflective practice and active contribution to coordinated, high-quality outcomes across the program area.

GENERAL RESPONSIBILITIES

All employees are required to comply with Brophy's Code of Conduct and organisational policies and procedures, including its Child Safety, Cultural Safety and Psychosocial Safety frameworks.

Employees must demonstrate Brophy's organisational values, participate in supervision, performance review and professional development, contribute to quality improvement and support a safe, respectful and psychologically healthy workplace.

Employees may also be required to undertake other duties that are reasonably within the scope, capability and classification of the position.

KEY SELECTION CRITERIA

Mandatory Requirements	
Qualifications	A relevant tertiary or postgraduate qualification appropriate to the requirements of the role, together with substantial relevant experience; or an equivalent combination of qualifications, experience, expertise and competence sufficient to perform the requirements of the position.
Compliance	NDIS Worker Screening Check, Working with Children Check (Employee)(Victorian), National Police Check, Driver's Licence.
Experience, Skills & Attributes	
Demonstrated understanding of therapeutic care approaches for children, young people and their carers, with the ability to apply contemporary frameworks that promote safety, healing and positive developmental outcomes.	
Strong understanding of the child protection system, relevant legislation and case management practice, with the ability to adhere to policy, procedures and professional standards within a complex service environment.	
Demonstrated leadership skills, including the ability to facilitate a collaborative team approach, mentor staff, manage budgets, and support service objectives through effective guidance, planning and decision-making.	
Excellent communication and interpersonal skills, with experience engaging a diverse range of clients, carers, colleagues and stakeholders in ways that are respectful, clear and strengths focused.	
Demonstrated ability to work collaboratively across internal teams and external stakeholder networks, building effective relationships and contributing to the resolution of complex service, operational or functional matters.	
Demonstrated capability in using Microsoft 365 and relevant organisational information systems to support reporting, analysis, oversight and effective decision-making.	