

POSITION DETAILS

Title	Team Leader Family Violence – Women & Children's Programs
Reference Number	BF042
Classification	Social and Community Services Employee (SCHADS Award) Level 6 <i>(Pay Point dependent on qualifications and years of experience consistent with the SCHADS Award)</i>
Organisational Area/Team	Brophy Family, Family Violence
Line Management	Manager – Family Support
Direct Report/s	Family Violence Practitioners – Women and Children's Programs
Location	Warrnambool / Portland / Hamilton (as required)
Authorised By	Senior Manager – Family Violence & Family Services
Effective Date	September 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 – Family Violence – Women and Children's Programs provides specialist leadership, coordination and operational oversight across family violence programs supporting women, children and men. The role leads the delivery of Family Violence Counselling and Support – Women and Children, Family Safety Contact, Mother Contact, ARISE and HEART programs, ensuring safe, effective and trauma-informed responses.

Through program leadership, clinical guidance, supervision, case management and therapeutic intervention, the role ensures integrated, high-quality service delivery across the Family Violence suite. Work is guided by MARAM, Information Sharing legislation, Safe and Together Principles, the Duluth curriculum and Brophy's practice frameworks.

The role forms part of the Family Violence Team within Brophy Family Services, providing specialist responses, risk assessment and coordinated support to strengthen safety, wellbeing and family functioning.

Working collaboratively with the Team Leader – Family Violence – Men's Programs, internal teams and partner agencies, the Team Leader supports integrated practice, coordinated risk management, effective program delivery and strong stakeholder relationships, with capacity to support both teams as required.

This position operates at Social and Community Services Employee (SCHADS Award) 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

- **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.

- **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.

- **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.

- **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.

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.

Leads trauma-informed, child-safe and culturally safe practice across the Family Violence suite, ensuring equity, inclusion and high-quality service delivery. Oversees professional development planning and budgeting, provides mentoring and consultation to embed Advantaged Thinking, and maintains fidelity to service models through supervision, reflective practice and core training. Carries a caseload, undertakes counselling, group work and risk assessments for women, children and men, and ensures compliance with program standards and Brophy's clinical governance frameworks. Provides leadership in crises, monitors staff wellbeing and actively contributes to team meetings, planning days and agency activities.

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 program compliance with relevant legislation, service standards, funding agreements, Brophy's clinical governance frameworks and quality systems. Oversees demand management, caseload monitoring and allocation to maintain safe, effective service delivery. Leads risk identification and response, including timely completion of incident reports and implementation of risk management strategies. Ensures privacy, confidentiality and information management practices comply with the Health Records Act and Brophy policies. Contributes to continuous quality improvement through evaluation activities, Results Based Accountability processes, consumer feedback review and participation in audits and accreditation requirements.

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 and maintains strong collaborative relationships with specialist family violence services, Family Violence Partnership Program partners, and broader community stakeholders to support integrated service responses. Provides authoritative secondary consultation to Brophy staff regarding family violence dynamics, particularly relating to men who use violence and coercive control. Represents the program in working groups, community education activities, High Risk Panel, and other sector forums. Demonstrates culturally responsive practice and ensures service approaches reflect the diverse needs of clients, including Aboriginal and Torres Strait Islander communities, CALD clients and rural communities.

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.

Promotes a learning culture that strengthens practice capability and drives improved client outcomes. Provides mentoring, supervision, consultation and professional guidance to staff, modelling Brophy's values and leadership behaviours. Supports staff wellbeing through proactive monitoring, crisis leadership and reflective practice structures. Facilitates daily and weekly team meetings, planning days and cross-program collaboration. Ensures safe work practices, adherence to OHS requirements, and consistent implementation of workplace conduct expectations. Manages conflict professionally and supports psychologically safe team environments.

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 strategic and operational leadership across the Family Violence program areas, ensuring resources, staffing and service delivery align with organisational priorities and funding requirements. Leads change initiatives, embeds Advantaged Thinking practices, and supports implementation of new theories and frameworks to maintain contemporary, evidence-based service delivery. Acts as Line Manager when required and contributes to leadership forums, organisational planning, agency activities and cross-program initiatives. Ensures high-quality documentation, reporting, correspondence and program administration, and undertakes additional duties as directed by the Line Manager.

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. Experience delivering therapeutic programs to women and children. Men's Behaviour Change Group Program Facilitator, Caring Dad's Facilitator and/or working towards attaining the Graduate Certificate in Family Violence – desirable.
Compliance	NDIS Worker Screening Check, Working With Children Check (Employee) (Victorian), National Police Check, Driver's Licence
Experience, Skills & Attributes	
Demonstrated understanding of the theoretical frameworks underpinning family violence, including gendered and feminist analysis, human rights, social justice, and the impacts of trauma on women, children and families	
Proven ability to deliver trauma-informed intervention and therapeutic support for women and children victim survivors, and young people who use violence, with a strong understanding of child developmental needs, complex trauma, and the challenges clients experience during periods of relationship change.	
Comprehensive knowledge of the Family Violence Service System, MARAM risk assessment and safety planning, relevant legislation and information sharing schemes, case management practice, and the ability to apply policy and procedures in complex practice environments.	
Demonstrated leadership skills, including the ability to support complex decision-making, facilitate a collaborative team approach and maintain effective relationships across internal teams and external stakeholders.	
Experience working with women, children and young people during periods of relationship change (new relationships, pregnancy, separation, divorce, retirement) and the ability to build rapport with diverse client groups, including those who may be difficult to engage.	
Excellent communication and interpersonal skills, with demonstrated ability to liaise effectively with a diverse range of clients, colleagues and partner organisations.	
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.	