

# Position Description

## Team Leader



<b>Position title</b>	Team Leader.
<b>Classification</b>	Social, Community, Home Care and Disability Services Award 2010 - Level 6. Pay point dependent upon experience.
<b>Salary range</b>	Hourly rate \$57.12 to \$59.65. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.
<b>Conditions</b>	Employee Bargaining Agreement. A mobile phone and laptop will be provided. Flexible Work Arrangements available. Ongoing Contract.
<b>Work location</b>	A&P 4, Orange Door Bendigo.
<b>Team</b>	System Integration.
<b>Hours of work</b>	Full-time - 38 hours per week, 1.0 FTE. Some out of hour's work may be required.
<b>Direct reports</b>	Senior Integrated Practice Worker. Integrated Practice Workers.
<b>Accountability</b>	Senior Manager, System Integration.

### Position Purpose

This position offers an opportunity to work with a respected community organisation and its skilled teams, to develop new skills, to participate in professional development and community education in several vital fields (family violence and homelessness), and to work across collaborative partnerships.

- Provide direction, leadership, and supervision of staff within the Orange Door team.
- Provide specialist supervision and support to a group of CNV staff located at the Orange Door.
- Participate actively in the development of systems, process and practice at the Orange Door contribute to CNV program planning, monitoring, and evaluation.
- Ensure the provision and measurement of high-quality client-centred services which meet relevant regulatory standards.
- Develop the team to support high quality outcomes for clients using services.
- Co-ordinate the work demands including prioritising demand based on risk and urgency.

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### Position Context

Team Leaders at the Orange Door make up part of The Orange Door leadership team and work with the Practice Leaders and Senior Child Protection Practitioners to lead practice in the Orange Door.

Teams in the Orange Door work collaboratively in a multi-disciplinary environment that includes staff from other services. Teams will be allocated different functions, for example, there will be a Screening, Identification and Triage Intake team and Assessment and Planning teams. Team Leaders will provide the day-to-day oversight and work allocation for their team in this collaborative environment, requiring them to have a high level of interpersonal skills.

Team Leaders also have a role to play as part of the CNV leadership team and will have the opportunity to contribute to practice development and CNV culture and strategy.

### Key Relationships

#### INTERNAL

- The Hub Manager
- Leadership at CNV
- Senior Manager - System Integration
- Senior Program Worker
- TOD Practitioners
- Practice Leads

#### EXTERNAL

- Industry professionals and stakeholders
- Sector organisations
- DFFH, FSV & other Government Departments

### Key Accountabilities

Key Result Area	Performance expectations
<b>Build networks and partnerships</b>	<ul style="list-style-type: none"><li>• Maintain networks and partnerships with key community, family violence, family and children's services.</li><li>• Establish strong partnerships within the multidisciplinary environment.</li></ul>
<b>Leadership</b>	<ul style="list-style-type: none"><li>• Provide direction, leadership and supervision of staff.</li><li>• Provide support and mentoring to staff with ongoing performance monitoring and facilitate appropriate measures to ensure that the team and individual skills, knowledge, efficiency, and effectiveness are maintained to meet individual and team performance outcomes.</li><li>• Build a supportive team environment that maximizes the individual strengths and capabilities of each team member.</li></ul>

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	<ul style="list-style-type: none"> <li>• Ensure a safe and healthy work environment in accordance with policies and procedures.</li> <li>• Higher duties as required.</li> </ul>
<b>Service delivery</b>	<ul style="list-style-type: none"> <li>• Champion the CNV strategic plan and quality work plan to staff.</li> <li>• Oversee, support, and strengthen The Orange Door processes and systems.</li> <li>• Day-to-day program service delivery ensuring the provision of high-quality services to clients.</li> <li>• Contributing to the broader CNV team and to the practice within Programs and Services.</li> <li>• Ensuring that the CNV feminist philosophy and client services frameworks focusing on holistic and integrated care underpins all service delivery.</li> <li>• Service planning, innovation, and quality, including risk management, ensuring service interventions are evidence-based and reflect best practice and adhere to relevant standards.</li> <li>• Participate in the development, regular review and implementation of policies and practice frameworks at The Orange Door and within Programs and Services.</li> </ul>
<b>Privacy data and security</b>	<ul style="list-style-type: none"> <li>• Maintaining accurate file records, fulfil data collection requirements and all other documentation required in a professional and timely manner.</li> </ul>

## Competencies

<b>Management Accountability</b>	Ability to lead skillfully within delegated responsibilities; encourage open discussion.
<b>Behave with Integrity</b>	Uphold and model the vision and values of CNV Inc. Treat people fairly and with respect, ability to work within a feminist framework; models and promotes organisational values and adhere to the CNV's Code of Ethics.
<b>Managerial courage</b>	Ability to provide timely and constructive feedback to staff; make difficult decisions and address practice and performance issues.
<b>Negotiating</b>	Ability to negotiate skillfully in difficult situations with staff and the broader service system; to be both direct and diplomatic.
<b>Resilience</b>	Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure.
<b>Decisiveness</b>	Uses available information and exercises good judgement to make sound, timely and well-informed decisions.

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<b>Managing and Measuring Work</b>	Ability to clearly assign responsibility for tasks and decisions; set clear objectives and performance requirements; monitor process, progress and outcomes; and design feedback loops into supervision.
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### Leadership Capabilities

<b>Application of Values</b>	Leads and inspires others with self-awareness of our biases and how they may contribute to perpetuating structural and systemic inequality.
<b>Decision Making</b>	Allows for deep enquiry and collaborative decision making and is open about the information used to make those decisions.
<b>Transparency, Accountability &amp; Excellence</b>	Recognises own role in achieving goals and contributes to the delivery of team objectives. Creates space for courageous conversations, clarifies expectations, implements support and activates accountability. Recognises and celebrates excellence.
<b>Change &amp; Transformation</b>	Models agility, remains accessible and positive and keeps the team focused and well informed through periods of uncertainty. Builds resilience and gains commitment for change and transformation through clear and authentic communication which inspires collective ownership.
<b>Collaboration &amp; Partnerships</b>	Encourages staff to think and act cooperatively, actively seeks opportunities to break down silos, and build cross team collaboration.
<b>Nurturing Talent</b>	Leads sustainable performance through direction, supervision, mentoring and coaching. Supports team members to build emotional self-awareness.
<b>Knowledge</b>	An understanding of broader CNV strategic priorities, and how these are achieved through the team's day to day work. Knowledge of OH&S and HR process.
<b>Empower &amp; Inspire</b>	Actively works to celebrate achievements. Recognises and acts on performance at all levels.
<b>Communication</b>	Listens, leads and communicates with an open mind, and a lens of head, heart and body.
<b>Diversity &amp; Inclusion</b>	Understands the value of diverse perspectives, and supports diverse approaches that enable all individuals to participate to the best of their ability. Leverages individual differences to achieve success.
<b>Workplace Environment</b>	Applies strengths-based solutions to staffing matters, building a safe space for all staff. Proactively works to anticipate and resolve issues that impact staff safety, and provide a team environment of clarity, trust or impact.

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<b>Equality &amp; Power Sharing</b>	Approaches conversations with a view to reaching, where possible, collective decisions and agreements, encouraging contributions from all team members. Delegates effectively.
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### Key Selection Criteria

#### **Mandatory:**

1. A qualification and/or relevant experience, in line with the mandatory minimum qualification requirements for specialist family violence practitioners.
2. Extensive experience in supervising, leading and mentoring staff in a community services field with demonstrated experience to problem solve, encourage, and influence change within a team and the ability to lead, motivate, develop, and mentor staff.

#### **Essential:**

3. Extensive experience including intake, assessment, case management and service development as it relates to victim survivors including children/ young people who have experienced family violence and trauma.
4. A strong understanding of child development, trauma informed practice and the Best Interest Case Practice Model.
5. Extensive knowledge of family violence risk assessment and management frameworks.
6. High level communication and interpersonal skills with the capacity to liaise effectively with a wide range of clients and service providers including the ability to work cooperatively as a member of a team.
7. Ability to work with limited supervision and cooperatively within a team, with the flexibility to adapt to changing priorities and commitment to continuous improvement.
8. Knowledge and understanding of family violence within a gendered, feminist structure and men's use of violence against women and its impact on children/ adolescents.
9. Knowledge and understanding of programs for people who use violence towards family members including men's behaviour change, enhanced intake, and case management.

#### **Desirable:**

10. Management qualifications or at least 3 years' experience.
11. Demonstrated knowledge of Victorian family violence legislation and relevant practice frameworks.

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### **Minimum mandatory qualifications requirements**

As per the minimum mandatory qualification's requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- Are considered EXEMPT under the policy.

OR

- Hold a Bachelor of Social Work or other equivalent qualification.

OR

- Have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.

OR

- Hold significant cultural knowledge and experience or lived experience and have faced barriers to educational pathways.

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact the CNV People and Culture team to discuss this further on (03) 5430 3000 or email [vacancies@cnv.org.au](mailto:vacancies@cnv.org.au).

### **Application Process**

**To be considered for this role, you will need to provide a Cover Letter addressing your interest.**

**Applicants will be assessed against the Key Selection Criteria listed in the Position Description.**

**Application close: Wednesday 10<sup>th</sup> June 2026.**

**Note: we will review applications as they come in and may close the advertisement earlier.**

CNV is an Equal Opportunity Employer; values diversity and encourages applications from Aboriginal and Torres Strait islander people, people living with disabilities and culturally and linguistically diverse backgrounds.

Further information regarding employee benefits, organisational overview and further job opportunities can be found on the Careers page of our website [www.cnv.org.au](http://www.cnv.org.au)

Any enquiries can be directed to the People and Culture team on 03 5430 3000 or by email [vacancies@cnv.org.au](mailto:vacancies@cnv.org.au)

**Other Requirements**

Requirements	Performance expectations
<p><b>Mandatory prior to commencement</b></p>	<ul style="list-style-type: none"> <li>• All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last 10 years).</li> <li>• A current Employee Working with Children Check (WWCC) card is required and must be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.</li> <li>• All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.</li> <li>• Applicants are required to provide a certified copy of relevant Qualifications.</li> <li>• Employees must hold a valid Australian driver’s licence to drive CNV fleet vehicles.</li> </ul>
<p><b>Eligibility and the Right to Work and Live in Australia</b></p>	<p>To be considered for employment at the Centre for Non-Violence (CNV) you are required to have Australian citizenship or to be a permanent resident of Australia or have a valid visa that provides work rights.</p> <p>You can gain employment with CNV if you are:</p> <ul style="list-style-type: none"> <li>• An Australian citizen - a birth certificate, citizenship certificate or current passport is proof of eligibility.</li> <li>• A non-citizen with a valid visa that provides work rights - a current passport containing the visa is proof of eligibility. As the visa has an expiry date, non-citizens can only engage in casual, temporary or fixed term roles that do not extend beyond the expiry date.</li> </ul> <p>Documents that are a proof of Right to Work:</p> <ul style="list-style-type: none"> <li>• Australian Passport.</li> <li>• Full Australian Birth Certificate and a form of photo ID.</li> <li>• Australian Citizenship Certificate.</li> <li>• Certificate of evidence of resident status.</li> <li>• Valid visa with work rights.</li> </ul>

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<b>Cultural and Child Safety Statement</b>	<ul style="list-style-type: none"> <li>• CNV is a child safe organisation. We are committed to the safety, participation, and empowerment of all children and young people that engage with our organisation, including but not limited to individuals who identify as Aboriginal and Torres Strait Islander, Culturally and/or linguistically diverse, Gender diverse and/or same sex attracted and People with a disability.</li> </ul>
<b>CNV Board Statement of Commitment</b>	<ul style="list-style-type: none"> <li>• We recognise and acknowledge Aboriginal and Torres Strait Islander peoples as the First Nations people of these lands and waterways.</li> <li>• We acknowledge Aboriginal and Torres Strait Islander peoples' sovereignty, and sacred connection to the lands and waterways and we celebrate their strong and enduring cultures, identities, and self-determination.</li> <li>• We are sorry for the endured trauma and torment of powerlessness inflicted on Aboriginal and Torres Strait Islander peoples as a result of the ongoing impact of colonisation, systemic discrimination, and white privilege.</li> <li>• We accept and acknowledge the invitation to walk with Aboriginal and Torres Strait Islander peoples, and strongly support the Uluru Statement from the Heart, constitutionally enshrined Voice to Parliament and the call for a Makarrata Commission to supervise agreement, treaty, and truth-telling about our history.</li> <li>• We uphold the unique human rights of Aboriginal and Torres Strait Islander peoples as outlined by the United Nations Declaration of the Rights of Indigenous Peoples and seek a future where they have power of their voice, rights, destiny, and their children flourish.</li> </ul>
<b>Cultural Safety in the Workplace</b>	<ul style="list-style-type: none"> <li>• CNV recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge, and experience to the workplace. They also contribute important insight into how CNV can provide for and engage with Indigenous clients and communities more effectively.</li> </ul>
<b>Commitment to CNV's vision and Philosophies</b>	<ul style="list-style-type: none"> <li>• Champion and act as an advocate for the highest standards of ethical and professional behaviour.</li> <li>• Strong commitment to CNV's vision, feminist values and principles including an understanding of the role and impact of gender and other inequalities in relation to family violence.</li> </ul>
<b>Our commitment to diversity and inclusion</b>	<p>CNV strives to be an inclusive, safe, and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:</p> <ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander.</li> <li>• LGBTIQ+.</li> <li>• People with disabilities.</li> </ul>

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	<ul style="list-style-type: none"> <li>• People from diverse cultural and linguistic backgrounds.</li> <li>• People of all ages.</li> <li>• People with caring responsibilities.</li> <li>• People with diverse religious beliefs or affiliations.</li> </ul> <p>All CNV employees, contractors and volunteers are required to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.</li> <li>• Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.</li> <li>• Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.</li> <li>• Participate in and contribute to training, events, and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion.</li> <li>• Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.</li> </ul>
<p><b>Occupational health &amp; safety (OHS)</b></p>	<p>CNV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.</p> <p>In achieving and maintaining workplace health and safety, CNV will apply best practice in OHS in accordance with statutory obligations at all times.</p> <p>All CNV employees, contractors and volunteers are required to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and CNV's OHS policies and procedures.</li> <li>• Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others.</li> <li>• Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace.</li> <li>• Report all injuries, illness or 'near misses' to their supervisor or manager.</li> <li>• Participate in relevant health and safety training based on roles and responsibilities.</li> <li>• As required, participate in the development and implementation of specific OHS hazard and risk management strategies.</li> </ul>

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	<p>CNV strongly recommends (but does not mandate) that all employees maintain their COVID-19 vaccination status in accordance with ATAGI advice.</p> <p>In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors, and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training, and reporting systems.</p>
<p><b>Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Follow all CNV policies and procedures in relation to risk management.</li> <li>• Conduct risk assessments.</li> <li>• Demonstrate an understanding of, and a commitment to, CNV's Risk Management Framework.</li> <li>• Report all hazards and incidents of which they become aware.</li> <li>• Follow all CNV policies and procedures in relation to risk management.</li> <li>• Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.</li> <li>• Educate and monitor staff knowledge and practice regarding Risk Management through the provision of induction/probation information, instruction, training, and supervision.</li> <li>• Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.</li> <li>• Champion and act as an advocate for the highest standards of ethical and professional behaviour.</li> </ul>
<p><b>Privacy</b></p>	<ul style="list-style-type: none"> <li>• CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principles (APPs) and is committed to protecting the information it collects, monitoring its use and maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required.</li> <li>• Ensure all Privacy and Data Security practices as outlined in policy are being maintained by staff through the provision of induction/probation information, instruction, training, and supervision.</li> </ul>
<p><b>Use of Confidential Information</b></p>	<p>Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body or CNV.</p> <p>Both during and after employment with CNV, employees must:</p> <ul style="list-style-type: none"> <li>• Not communicate confidential or private information to third parties.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Not make use of any information gained through employment at the Centre for Non-Violence Inc for any purpose other than the discharge of official duties.</li><li>• Only access personal records, files, and information to facilitate direct work.</li></ul> |
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### **Position Description Changes**

This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.