



POSITION DESCRIPTION

REPORTS TO	Community Services Regional Manager	CLASSIFICATION & HOURS	Level 5.1 Full-Time
DIVISION	Community Services	LOCATION	Community Based

JOB PURPOSE

The Community Services Team Leader is responsible for coordinating the day-to-day delivery of Community Care services within their designated community by providing frontline leadership, supervision and support to Community Support Workers.

The role ensures aged care and NDIS services are delivered safely, efficiently, and in accordance with funding, legislative and organisational requirements. Through effective workforce coordination, client engagement, service monitoring and community participation activities, the position contributes to improving the wellbeing, independence and quality of life of clients while supporting the achievement of Community Services program objectives and Council strategic outcomes.

DUTIES & RESPONSIBILITIES

1. Coordinate Community Care Service Delivery

Coordinate the day-to-day delivery of Community Care services to ensure clients receive safe, high-quality, person-centred and culturally appropriate support that aligns with individual care plans, program objectives and funding requirements.

Deliverables:

- Community Care services are delivered in accordance with approved schedules and service plans.
- Client needs, concerns and service issues are identified and addressed in a timely manner.
- Service delivery contributes to improved client wellbeing, independence and community participation.
- Operational issues impacting service delivery are escalated and managed appropriately.

2. Lead and Support the Community Services Workforce

Provide day-to-day leadership, supervision and support to Community Support Workers to promote a safe, productive and accountable workforce capable of delivering quality services to clients.

Deliverables:

- Staff are effectively supervised, supported and guided in the performance of their duties.
- Workplace expectations, service standards and policies are communicated and consistently applied.
- New employees receive appropriate induction, coaching and workplace support.
- Mandatory training, attendance and workforce compliance requirements are monitored and maintained.

3. Facilitate Client Engagement and Community Participation

Support the planning and delivery of activities and programs that encourage social inclusion, cultural connection, independence and improved quality of life for Community Care clients.

Deliverables:

- Meaningful client activities and engagement opportunities are regularly delivered.
- Positive relationships are maintained with clients, families, carers and community stakeholders.
- Activities are culturally appropriate and responsive to community and client needs.
- Client participation and engagement outcomes are monitored and promoted.

4. Maintain Compliance, Quality and Safe Service Delivery

Support the delivery of services in accordance with Aged Care, NDIS, workplace health and safety, safeguarding and organisational requirements through effective record keeping, monitoring and risk management practices.

Deliverables:

- Required client records, progress notes, reports and documentation are completed accurately and within agreed timeframes.
- Workplace incidents, hazards and risks are identified, reported and appropriately managed.
- Service delivery practices comply with legislative, funding and organisational requirements.
- Continuous improvement opportunities are identified and communicated to support improved service quality and compliance.

5. Support Operational Performance and Resource Management

Monitor operational activities and resources to support efficient service delivery, informed decision making and achievement of Community Services program objectives.

Deliverables:

- Accurate operational information and service data are provided to support reporting requirements.
- Vehicles, equipment, facilities and program resources are monitored and maintained in a serviceable condition.
- Client attendance, activity participation and workforce information are maintained and reported as required.
- Council resources are utilised responsibly, efficiently and in accordance with organisational expectations.

SELECTION CRITERIA**EDUCATION REQUIREMENTS**

1. Cert III or IV in Individual Support or equivalent (desirable)
2. NDIS Workers Orientation and Mandated Modules (essential)
3. My Aged Care Learning Center Modules (essential)
4. A current First Aid and CPR certificate (essential)

EXPERIENCE AND KNOWLEDGE REQUIREMENTS

1. Demonstrated experience working in community services, aged care, disability services or a related human services environment.
2. Experience leading, supporting or coordinating a small team in a community-based service environment.
3. Demonstrated ability to plan, coordinate and monitor service delivery activities to achieve client and program outcomes.
4. Well-developed interpersonal, communication and stakeholder engagement skills, including the ability to work effectively with clients, families, community members and service providers.
5. Demonstrated ability to work effectively in a culturally diverse environment and build respectful relationships with Aboriginal communities.
6. Sound understanding of Aged Care, NDIS, client-centred service delivery principles and duty of care obligations.

7. Demonstrated ability to maintain accurate records and complete reports in accordance with organisational and funding requirements.
8. Sound knowledge of Work Health and Safety principles and safe work practices.
9. Proficiency in the use of Microsoft Office applications and electronic client management systems.

ACKNOWLEDGEMENT

DIRECTOR:  DATE APPROVED: 01/09/2026

CHIEF EXECUTIVE OFFICER: *Jennifer Marston* DATE APPROVED: 01/09/2026