

Position Description



Position Title Classification Position Number Incumbent	Community Connections Team Leader Band 7 (1.0 EFT)
Directorate Department Service Unit	Community Wellbeing Family & Community Youth & Community Connections
Date Prepared by	June 2026 Youth & Community Connections

Banyule Council	Banyule City Council is an award-winning organisation that prides itself on a customer-focused culture of innovation, best practice and continuous improvement. We uphold an enviable reputation for customer service and work diligently to maintain high quality services to provide the best possible opportunities and outcomes for the community we represent.
Team Overview	The Youth and Community Connections team works across a broad range of community wellbeing, inclusion, prevention and early intervention functions. The team strengthens community participation, resilience and connection through community grants, volunteering, service navigation, homelessness initiatives, community development, social inclusion and strategic partnership work. The Community Connections function supports community groups and organisations, strengthens volunteer governance and participation, provides pathways for residents experiencing vulnerability to access appropriate supports, and contributes to Council's strategic response to homelessness and emerging community wellbeing issues. The team works collaboratively across Council and with local, regional and state partners to respond to current and emerging community needs. The role is designed to provide leadership across current Community Connections priorities while retaining sufficient flexibility to respond to future organisational priorities and emerging community wellbeing portfolios where required
Position Objectives	The Community Connections Team Leader works closely with the Youth and Community Connections Coordinator to provide strategic and operational leadership across the Community Connections portfolio. The role leads staff, programs, projects and partnerships that strengthen community participation, inclusion, resilience and wellbeing. The position is responsible for leadership and oversight of Community Grants, Volunteer recognition, Service Navigation, Homelessness initiatives and broader community development priorities. The role also provides leadership for

	organisation-wide volunteer improvement work, including implementation of a number of recommendations arising from Council's volunteer management audit. The Community Connections Team Leader will: • Provide day-to-day leadership, supervision and support to staff within the Community Connections portfolio. • Lead planning, governance, reporting and continuous improvement across Community Connections functions including Grants, Volunteering, Service Navigation and Homelessness functions. • Strengthen Council's approach to volunteer governance, systems, policy implementation and consistent practice across the organisation. • Provide strategic oversight of homelessness initiatives, partnerships, advocacy and service system coordination. • Ensure strong governance, compliance, financial management and risk management across relevant programs and projects. • Build and maintain effective partnerships with community organisations, service providers, government agencies and internal stakeholders. • Monitor emerging community issues, risks and opportunities and provide timely advice to the Coordinator and Council. • Contribute to future community-facing priorities and portfolios where these align with organisational objectives and community wellbeing needs.
Our Values	All Banyule staff are to adopt the key values of Working Together Working Better and strive to meet these behaviours in carrying out their duties. Our core values are:
	RESPECT is characterised by supporting each individual's dignity and worth.
	INTEGRITY is the quality of staying true to our moral, ethical, and spiritual principles.
	RESPONSIBILITY is acknowledging and accepting the choices we make, the actions we take, and the results they lead to.
	INITIATIVE is characterised by having a proactive, resourceful and persistent approach to work.
	INCLUSION is characterised by embracing and valuing the perspectives and contributions of all.
Key Responsibility Areas	Leadership and Staff Management • Provide leadership, support, mentoring and supervision to Community Connections staff, including staff working across grants, service navigation, volunteering, homelessness and community development functions. • Lead a constructive, inclusive and high-performing team culture. • Ensure staff deliver agreed work plans, service priorities and key performance expectations within required timeframes. • Provide regular individual staff supervision, including support, recognition, planning, development reviews and identification of training needs. • Lead staff planning processes, team meetings and operational briefings.

	- Recruit, induct and support new staff, contractors and project staff as required. - Support staff wellbeing and workload management in a complex and high-demand service environment. Community Grants Provide strategic leadership and oversight of Council's Community Grants, Monthly Equipment Grants and other relevant community grant programs as directed. - Support strong grant governance, transparent assessment processes, accurate reporting, acquittal oversight and compliance with Council requirements. - Provide advice and support to staff and community organisations regarding grant processes, eligibility, governance and continuous improvement. - Identify opportunities to strengthen accessibility, equity, inclusion and community impact through Council's grant programs. - Monitor risks, trends and opportunities arising through grant administration and provide advice to the Coordinator as required. Volunteer Governance and Development - Lead the review, renewal and implementation of Council's Volunteer Framework and related volunteer governance processes. - Provide leadership of organisation-wide volunteer improvement work, including actions arising from Council's volunteer management audit. - Work across Council to support consistent, safe and effective volunteer management practices. - Develop and strengthen systems, processes, policies and resources that support volunteer engagement, screening, support, recognition and risk management. - Provide strategic advice on volunteer governance, compliance and continuous improvement. - Support planning and delivery of volunteer recognition activities, including Council's annual volunteer recognition event. Service Navigation - Provide leadership and oversight of Service Navigation staff and operations. - Support consistent, responsive and high-quality practice in working with residents experiencing vulnerability, complexity or service access barriers. - Strengthen referral pathways and partnerships with community, health, housing, family violence, mental health and social support services. - Monitor emerging community needs, service gaps and systemic issues and provide advice to inform planning and advocacy. - Support quality assurance, data collection, reporting and continuous improvement of the Service Navigation function. Homelessness - Provide strategic oversight of Council's homelessness initiatives, partnerships and advocacy activities. - Support Council's role in regional homelessness collaboration, service planning and sector engagement.
--	--

	• Maintain effective relationships with homelessness support providers, community agencies, government departments and internal Council teams. • Identify emerging homelessness issues, trends and risks and provide timely advice to the Coordinator and relevant stakeholders. • Support implementation, monitoring and reporting of homelessness-related projects, funding agreements and partnership commitments. • Strengthen Council's capacity to respond strategically to homelessness while recognising the role of specialist service providers. Strategic Community Development and Future Portfolio Capacity • Monitor emerging community trends, risks and opportunities across Banyule. • Lead or contribute to strategic community development projects that strengthen inclusion, participation, resilience and wellbeing. • Provide advice on community wellbeing priorities, service gaps and opportunities for partnership or advocacy. • Retain flexibility to support future community-facing portfolios and strategic priorities where these align with Council's organisational direction and community need. Corporate Management Support the Youth and Community Connections Coordinator in the following areas: • Monitor income and expenditure across relevant program areas. • Ensure program objectives are achieved within approved budgets and organisational requirements. • Provide advice on the financial and operational impact of new proposals, projects and initiatives. • Comply with departmental reporting, risk management and quality assurance requirements. • Monitor and adhere to relevant funding arrangements, agreements and reporting obligations. • Prepare written reports, briefings and Council reports as required. • Attend and present at Council meetings, community meetings and stakeholder forums as required. • Build positive and productive relationships with internal departments to support coordinated service delivery. Project Management and Continuous Improvement • Lead and support complex projects across Community Connections functions. • Develop and maintain constructive working relationships with local, regional and state-wide networks relevant to grants, volunteering, homelessness, service navigation and community wellbeing. • Ensure mechanisms are in place for community feedback, participation and continuous improvement. • Lead research, planning, funding submissions, advocacy and service improvement activities as required. • Review business processes and systems to ensure they remain fit for purpose, efficient and aligned with Council priorities. • Identify and implement improvements that strengthen governance, accountability, community impact and value for money.
--	--

	Quality Assurance and Risk Management • Ensure effective business processes support service quality, accountability and financial targets. • Monitor and manage risks associated with grants, volunteering, service navigation, homelessness partnerships and community programs. • Ensure staff comply with Council policies, procedures, reporting requirements and relevant legislative obligations. • Support implementation of audit recommendations and continuous improvement actions relevant to the role.
Organisational Relationships	Position Reports to: Youth and Community Connections Coordinator Internal Liaisons: Youth and Community Connections staff, Community Connections Officer, Service Navigation staff, Volunteer Management staff/project officers, Youth Services staff, Age Services staff, Community Wellbeing departments, Governance, Risk, People and Culture, Communications, Finance, Councillors and other Council staff as required. External Liaisons: Community groups and organisations, volunteers, grant applicants and recipients, homelessness service providers, health and community service agencies, neighbourhood houses, libraries, peak bodies, regional networks, government departments, funding bodies and members of the community.
Accountability and Extent of Authority	The Community Connections Team Leader will: • Be accountable to the Youth and Community Connections Coordinator for delegated functions. • Provide supervision, direction and support to staff within the Community Connections portfolio. • Collaborate with and provide advice to the Coordinator on strategic direction, service outcomes, risk, governance and key issues relevant to the portfolio. • Monitor, contribute to and maintain allocated budgets, and forecast, acquit and authorise expenditure within organisational guidelines and delegations. • Lead the development, implementation and continuous improvement of programs, policies, procedures and systems relevant to grants, volunteering, service navigation, homelessness and community development. • Manage the delivery of responsive, high-quality programs and initiatives that meet Council and community needs. • Build partnerships and networks to support effective service planning, advocacy and community outcomes. • Represent Council as required in internal and external meetings, networks and forums. • Adhere to Council policies, guidelines and relevant State and Federal legislation.
Judgment and Decision Making	This role operates in a broadly regulated environment and receives limited day-to-day supervision. Supervision is generally provided through agreed objectives, priorities, guidelines, projects and reporting requirements. The occupant of this position will:

	• Resolve day-to-day operational issues across Community Connections programs using sound judgement, initiative and evidence-informed decision making. • Provide authoritative advice and recommendations to the Coordinator on complex issues relating to grants, volunteering, service navigation, homelessness and community wellbeing. • Make decisions that balance community need, organisational risk, governance requirements, available resources and Council priorities. • Provide guidance to staff to ensure timely responses to issues involving quality assurance, risk management, compliance, duty of care and Council requirements. • Support strategic planning, service review, audit responses and continuous improvement activities. • Exercise judgement in managing competing priorities, sensitive stakeholder relationships and emerging community issues. •
Specialist Knowledge and Skill	• Strong knowledge of community development principles, social inclusion, community capacity building and local government service delivery. • Strong understanding of social issues impacting vulnerable residents, including homelessness, social isolation, service access barriers, financial hardship and community disconnection. • Knowledge of community grants administration, governance, assessment, acquittal and reporting requirements. • Knowledge of volunteer governance, volunteer management frameworks, risk management and continuous improvement in volunteer programs. • Understanding of service navigation, referral pathways and the broader community services system. • Ability to interpret and apply relevant legislation, policy frameworks, Council policies and governance requirements. • Knowledge of relevant funding sources, budget management and funding agreement obligations. • Ability to identify opportunities for partnerships, advocacy, project development and system improvement across Council and the broader community sector. • Proven ability to implement innovative practice in a changing policy, organisational and community environment. • Demonstrated leadership capability and successful experience managing staff, contractors, volunteers or project teams. • High level interpersonal, negotiation, advocacy and stakeholder engagement skills. • High level written communication skills, including preparation of reports, briefings, correspondence and presentations.
Management Skills	• Demonstrated ability to manage multiple complex tasks, programs and projects concurrently with minimal supervision. • Ability to lead and develop a multidisciplinary team to ensure objectives are met and a constructive culture is promoted.

	• Ability to implement change and manage service improvement in an environment of competing priorities and resource constraints. • Experience in policy, procedure and framework development and implementation. • Ability to interpret budgets, monitor expenditure, prepare financial information and plan program budgets. • Strong understanding of continuous improvement, quality assurance, risk management and good governance. • Capacity to liaise and negotiate with funding authorities, community groups, service providers and internal stakeholders. • Proven track record in project management and ability to manage competing demands. • Ability to develop and improve systems, processes and management tools to support efficiency, accountability and service quality. •
Interpersonal Skills	• Effective communication skills to develop and maintain collaborative relationships with internal and external stakeholders. • Ability to lead, influence and resolve issues through discussion, negotiation and teamwork. • Understanding of organisational and group dynamics and the ability to support organisational change. • Highly developed written and verbal communication skills. • People management experience and skills to facilitate effective teamwork. • Leadership and motivational ability. • Negotiation, advocacy and conflict resolution skills. • Ability to represent Council in external forums and develop cooperative working relationships with community groups, service providers, government agencies and stakeholders. • Ability to use a range of engagement and consultation processes to contribute to effective decision-making and service development. •
Qualifications and Experience	• Tertiary qualifications in Community Development, Human Services, Social Work, Social Sciences, Public Health, Social Policy or a related discipline, or demonstrated relevant experience. • Demonstrated experience in strategic planning, policy development and service planning in a human services, community development or local government context. • Demonstrated experience leading staff, volunteers, contractors or project teams. • Demonstrated understanding of community grants programs, governance and partnership opportunities. • Demonstrated understanding of volunteer programs, volunteer governance and volunteer engagement. • Demonstrated experience working with communities experiencing vulnerability, disadvantage or service access barriers. • Experience in homelessness, service navigation, social inclusion or community wellbeing programs is desirable. • Highly developed interpersonal skills incorporating written, verbal, facilitation and presentation skills.

	• High level advocacy, negotiation and dispute resolution capabilities. • Demonstrated financial management, funding agreement, contract management and reporting experience. • Current Driver's Licence.
Key Selection Criteria	
	• Demonstrated leadership abilities combined with successful experience managing staff, volunteers, contractors, project teams and change processes. • Demonstrated ability to develop, implement and review strategic plans, policies, procedures and frameworks that support inclusive, accountable and effective community outcomes. • Qualifications in Community Development, Human Services, Social Work, Social Sciences, Public Health, Social Policy or a related discipline, or demonstrated relevant experience. • Demonstrated understanding of community wellbeing issues, including homelessness, service access barriers, social inclusion, community development and the role of local government. • Demonstrated understanding of community grants, volunteer governance, risk management and partnership development. • Highly developed communication skills, including negotiation, stakeholder engagement, written communication and demonstrated experience preparing reports and presentations. • A commitment to the delivery of high-quality services and a proven record in achieving outcomes. • Evidence of implementing change projects, continuous improvement initiatives or best practice models in an environment of resource constraint. • Demonstrated financial management skills and experience with funding agreements, contracts, budgets and reporting. •
Environmental and Sustainability Requirements	• Adhere to Council's Environment Policy and Environment Strategy. • Adhere to Council's Sustainability Code of Practice and Environmental Purchasing Guidelines.
OH&S and Other Risk Requirements	• Ensure a safe and healthy environment by fulfilling the responsibilities and requirements of Council's health and safety system and health and wellbeing program. • Exercise reasonable care to prevent injury to oneself and others whom may be affected by ones duties and actions. • Exercise due care for Council property for which this position is responsible or issued. • Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures. • Adhere to and attend Council's Mandatory training.
Continuous Improvement Requirements	• Adhere to Council's Continuous Improvement Framework. • Ensure that processes and systems are fit for purpose and continuously reviewed to ensure the delivery of the best possible service to the community whilst demonstrating value for money.