

Client Services Team Leader

Position Description

Role Details:

Position Title	Client Services Team Leader
Reporting to	Client Services Manager
Internal Relationships	All Staff
External Relationships	Service providers, clients and renters, maintenance contractors and other organisations and stakeholders as required.
Supervises	Client services staff including: • Initial Assessment & Planning workers • Tenancy Plus Case Managers • A Place to Call Home workers • Client Support and Office Administrator • Sustaining Tenancies at Risk workers • Private Rental Assistance Program Workers • Tenancy Assistance & Advocacy Program Workers
Purpose of the Position	The Client Services Team Leader provides leadership, supervision, and operational support to program staff while overseeing the effective delivery of Beyond Housing's homelessness and housing services. The role fosters a collaborative, high-performing team culture and builds strong relationships across the organisation and with external stakeholders. The Team Leader exercises sound judgement, applies sector knowledge, and supports staff through guidance, coaching, and mentoring. A key focus of the role is to drive continuous quality improvement by identifying opportunities to enhance service delivery, embedding best practice, and supporting staff capability and professional development to achieve positive client outcomes.
Hours	Full-time
Salary/Rate	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 6.

Essential Criteria	1. Relevant qualifications and/or demonstrated experience in leadership or management. 2. Highly developed communication, interpersonal, and relationship-building skills. 3. Strong organisational and time management skills, with the ability to manage competing priorities. 4. Demonstrated experience providing effective staff supervision, coaching, and support. 5. Demonstrated experience leading teams within a human services or community services environment. 6. Well-developed administrative and information technology skills. 7. Effective negotiation, advocacy, and stakeholder engagement skills. 8. Proven ability to adapt, work under pressure, and meet deadlines. 9. Demonstrated ability to contribute to service improvement and continuous quality initiatives. 10. Strong client service, problem-solving, and solution-focused decision-making skills. 11. Current Driver Licence.
Preferred Criteria	1. Experience and knowledge of homelessness and housing support services in the region.
Key Performance Indicators	• Conduct and document regular staff supervision, achieving 100% completion of annual and six-month performance reviews. • Respond to complaints and ensure all complaints are closed within 30 calendar days. • Maintain appropriate program and office staffing to ensure continuity of service delivery and fulfilment of Beyond Housing's service obligations. • Ensure compliance with the Code of Conduct and Occupational Health and Safety (OHS) policies to maintain a safe and compliant workplace. • Prepare and submit accurate monthly Team Leader reports by the 7th day of each month.

Capability Framework:

Key Area	Detail
Professional Knowledge	• Maintain current knowledge of role requirements, relevant legislation, regulations, and sector best practice. • Apply legislative, regulatory, and organisational policy requirements in all aspects of service delivery. • Participate in ongoing professional development to maintain and enhance knowledge, skills, and practice.

Communication, Influence and Engagement	• Communicate clearly and professionally, leading by example with internal and external stakeholders. • Build trust by communicating organisational goals, expectations, and decisions effectively. • Confidently manage difficult conversations with professionalism, empathy, and respect. • Develop and maintain productive relationships and professional networks. • Influence positive outcomes through collaboration, negotiation, and appropriate delegation.
Problem Solving and Decision Making	• Identify issues, analyse options, and implement practical, timely solutions. • Make sound, informed decisions aligned with organisational policies and service objectives. • Identify, assess, and manage risks to support safe, effective, and compliant service delivery.
Service Delivery and Continuous Improvement	• Understand and effectively use organisational systems, processes, and procedures. • Maintain an outcome-focused and solution-oriented approach to service delivery. • Promote and contribute to a culture of continuous quality improvement. • Manage stakeholder complaints effectively, ensuring timely and appropriate responses.
Leadership and Adaptability	• Lead by example by demonstrating organisational values, accountability, and professional behaviours. • Develop, support, and recognise team members to enhance capability and performance. • Manage time, priorities, and competing demands effectively. • Lead and support operational change through clear communication and effective implementation. • Demonstrate agility and adaptability, responding positively to changing priorities and supporting others through change. • Promote and prioritise the safety, wellbeing, and support of all team members. • Demonstrate self-awareness, emotional intelligence, and a commitment to reflect on and improving leadership practice.

Responsibilities:

Key Area	Tasks
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Staff Supervision and Leadership	• Foster a positive, collaborative team culture that reflects organisational values and promotes high performance. • Lead, coach, and mentor staff, supporting professional development, identifying skill gaps, and coordinating appropriate training. • Conduct regular, high-quality supervision, maintain accurate documentation, and ensure records are submitted to Human Resources. • Manage staff performance and behavioural matters in partnership with the Client Services Manager and Human Resources. • Ensure appropriate staffing levels by coordinating backfill, relief reception rosters, and acting as a locum when required. • Support recruitment, induction, and onboarding to ensure new staff are equipped to perform their roles. • Monitor staff attendance, approve leave requests, and ensure timesheets are completed accurately in Kiosk.
Service Planning and Delivery	• Ensure feedback forms are entered into the system within two weeks and responded to appropriately. • Coordinate transitional housing allocation meetings in line with the Opening Doors Framework. • Support the Client Services Manager to deliver projects, initiatives, and continuous quality improvement activities. • Facilitate office and program meetings, ensuring agendas, minutes, and follow-up actions are completed. • Monitor local housing and homelessness issues and their impact on Beyond Housing. • Collaborate with Client Services, Housing Services, Finance, and Program Managers to ensure consistent service delivery and support accreditation requirements. • Respond to media enquiries only when authorised by the CEO or delegate.
Financial Management	• Manage the Housing Establishment Fund (HEF), program brokerage, office expenditure, and the Team Leader credit card in accordance with organisational policies. • Ensure financial records, documentation, commitment sheets, and client database entries are accurate and completed on time. • Comply with delegations of authority, procurement, and payment procedures.
Data Collection and Reporting	• Maintain proficiency in program software systems. • Assist with program reporting and monitor the accuracy of organisational data. • Ensure accurate and timely data entry into organisational systems. • Ensure reporting deadlines are met
Relationships and Networks	• Build and maintain effective relationships with DFFH, partner agencies, and key stakeholders. • Participate in regional networks and represent Beyond Housing at the Local Area Service Network. • Support the consistent implementation of the Opening Doors Framework.
Office Administration	• Manage co-location partnerships where applicable. • Support OHS and Critical Incident Reporting compliance. • Work collaboratively to meet operational needs and provide support across locations as required.

Broad activities of Beyond Housing	• Contribute positively to the culture, environment, and strategic direction of Beyond Housing. • Act in a manner and represent the organisation in a way that is consistent and reflective of Beyond Housing values. • Adhere to Human Resources policies, including Anti-discrimination and Code of Conduct policies. • Adhere to Occupational Health and Safety (OHS) policies and proactively contribute to maintaining a safe and clean work environment. • Display a positive attitude, treat others with respect and be an active member of the team. • Follow lawful directions provided by senior members of the team. • Adhere to the Child Safe Standards framework outlined in organisational policies and procedures, including maintaining a National Police Check and Victorian Working with Children Check. • A demonstrated understanding and respect of the Child Safe Standards and child safety principles including the safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children who identify as LGBTQIA+ and children with disabilities. • Knowledge of MARAM (Multi-Agency Risk Assessment and Management Framework) and an understanding of Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS). • Comply with all relevant legislation, including privacy and confidentiality requirements, and maintain strict confidentiality in all matters.
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I acknowledge that I have read and understood this Position Description and agree to perform the duties and responsibilities of the position to the best of my ability. I understand that this Position Description may be amended following consultation to meet the operational needs of the organisation.

Name

Date

Instructions:

1. Staff should read this Position Description carefully and ask questions if any clarification is needed.
 2. Staff should retain a copy of this Position Description for their own reference and use.
 3. Managers must provide a copy of this Position Description with their letter of offer.
 4. Managers must discuss all requirements in this Position Description with their staff members.
 5. A signed copy of this Position Description must be returned to Human Resources.
 6. Human Resources will place a signed copy on the staff member's file.
 7. This Position Description is a living document and may be amended to meet the operational needs of the organisation.
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