

POSITION DESCRIPTION

REGIONAL TEAM LEADER

Location: Maryborough

Reports to: Support Services Coordinator

Supervises: Family Support Worker, Outreach Workers, Customer Service Officers

CHL Capability Band: #3

Primary Purpose:	The Regional Team Leader is responsible for the day-to-day operational oversight of Community Housing Limited's programs in the Fraser Coast region. The role provides leadership and coordination to ensure the effective delivery of high-quality housing and support services, ensuring an appropriate and timely service response to individuals and families who are homeless or at risk of homelessness.
Context:	This is a senior role leading key programs that contribute to CHL's vision of <i>a world without housing poverty</i> . The Regional Team Leader is a visible champion for CHL's values, vision, and strategic goal, driving commitment to the organisation's objectives and fostering a culture that reflects CHL's person-centred and inclusive approach. Staff working at this level are expected to model and promote behaviours that support the health, safety, and wellbeing of all team members, maintain a balanced and positive approach to work, and uphold a workplace environment free from harassment, discrimination, and bullying.
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	The Regional Team Leader will support and lead a team of Specialist Homelessness staff to ensure high-quality, person-centred service delivery across the Fraser Coast region. The role also promotes staff wellbeing within the office as a whole, fosters a positive team culture, and ensures compliance with all relevant legislation, guidelines, and organisational standards. Main activities will include 1. Ensure all staff understand and comply with CHL policies, government regulations, program guidelines, and Work Health and Safety (WHS) requirements. 2. Provide effective leadership, mentoring, and supervision to Specialist Homelessness Services staff. 3. Act as a point of escalation for complex client or service delivery issues, ensuring appropriate responses and support. 4. Promote a culture of collaboration, accountability, and wellbeing within the team. 5. Review and approve brokerage and financial assistance requests in line with Specialist Homelessness Services guidelines. 6. Oversee program expenditure for brokerage, housing relief, and other supports in accordance with CHL policy and budget allocations. 7. Ensure staff deliver high-quality services that include: a. Effective development and monitoring of case plans for homelessness clients. b. Housing pathway and safety planning to support sustainable housing outcomes. c. Accurate and timely records management across all required systems, including departmental databases. d. Strong coordination and communication within the Specialist Homelessness Services team and across CHL programs. 8. Complete all required financial, operational, and performance reporting to CHL standards and within required timeframes. 9. Maintain accurate data and documentation to support compliance, accountability, and informed decision-making. 10. Liaise with other CHL teams, government departments, and community support agencies to ensure quality outcomes for clients. 11. Build and sustain positive relationships with local stakeholders to support regional operations and identify opportunities for new service development. 12. Provide accurate and timely reports on relevant business activities to management. 13. Contribute to organisational initiatives, projects, and working groups as required. 14. Offer additional support to the wider team and organisation, promoting CHL's mission, vision, and values at all times.
Technical Skills, Experience & Qualifications:	• Demonstrated experience in a similar position within the social, community housing, or homelessness sector. • Proven ability to lead, motivate, and develop teams to achieve service excellence and organisational goals. • Comprehensive understanding of Specialist Homelessness Programs, associated guidelines, and relevant legislation, policy, and frameworks. • Demonstrated ability to establish, develop, and maintain strong partnerships with external organisations, government agencies, and community stakeholders. • Genuine commitment to CHL's vision of a world without housing poverty and to the right of every person to access safe, secure, and affordable housing and a sense of belonging. • Current Driver's Licence

	• Satisfactory Police and Working With Children's Checks (or willingness to obtain)
Key Capabilities:	Client Focus - Provides leadership and focuses team on client outcomes. Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs Achieves Results – Monitors work progress and manages priorities with a commitment to achieving quality outcomes Resilience – Role models responding to day to day problems and achieving work outcomes in a positive way. Advocacy – Advocates for clients to advance their interests in line with CHL's objectives. Leadership – Actively manages staff performance, addresses and resolves team and individual performance issues Conflict Resolution – Recognises differences of opinion and works toward the resolution of conflict. Deals sensitively with conflicting views to ensure team cohesion. Nurtures Relationships – Builds and sustains relationships within CHL across the community housing industry and with a diverse range of external stakeholders. Professionalism and Accountability – Accepts responsibility for actions of staff and teams under area of authority and ensures there are systems in place to establish and measure accountabilities. Integrates professional expertise to improve performance and deliver of outcomes. Integrity - Understands and models CHL's social, ethical and organisational standards and responsibilities in all interactions Financial Management – Effectively manages relevant financial processes and reporting. Assists with budget reviews and works to establish budgets. Is aware of and understand financial delegation principles and processes.