

DOCUMENT	POSITION DESCRIPTION
AREA	People & Culture



Position Title:	Team Leader Young Carer Services
Classification:	Social, Community, Home Care & Disability Services (SCHADS) Award <b>Level 5</b>
Location:	Metro/Regional
Line Manager:	Program Manager Carer Services
Direct Reports:	Young Carer Connectors
Program:	Young Carer Services

## Position Overview

The Team Leader – Young Carer Services provides leadership to a dedicated team of Young Carer Connectors, ensuring the effective engagement, registration, intake, assessment, and connection of Young Carers to supports in line with service delivery guidelines. Operating with a 'resolution at first point of contact' philosophy and strong service knowledge, the Team Leader facilitates streamlined connections to Carers SA internal supports, partner agencies, external services, and online resources.

The Team Leader nurtures a *risk-aware* culture by mentoring staff to proactively monitor safety, identify risks to clients and team members, and implement quality control practices that support client service excellence. The role supports compliance with incident management, reporting, and escalation protocols, ensuring adherence to mandatory reporting, child protection, safeguarding, and WHS standards. In addition, the Team Leader drives continuous improvement by identifying and implementing innovative program and operational enhancements.

Reporting to the Program Manager – Carer Services, the Team Leader actively promotes Carers SA and builds opportunities to connect with schools, organisations, and community groups to reach and support Young Carers. The role also collaborates with the Program Manager to strengthen connections with service systems and institutions, raising awareness of Young Carers and facilitating their access to a broad network of supports.

## Key Relationships / Interactions

The Team Leader – Young Carer Services has strong working relationships with Program Manager –Carer Services, Executive Manager Partnership and Operations, Executive Manager Community Engagement, Young Carer Connectors, the Carer Support Planning team, Service Coordination Team and all Carers SA staff.

This position also requires positive working relationships with Young Carers (and their families), Service Providers, Government Service Systems, Education systems, Consortia Partners, providers delivering the State Funded Young Carer Services and Community Groups.

## Statement of Commitment

Carers SA believe that all vulnerable adults, and children and young people, have the right to be safe and feel safe and recognises that this is everyone's responsibility. Carers SA has a zero tolerance of harm or risk of harm against children and young people. Carers SA is committed to the National Principles for Child Safe Organisations.

Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander community, child and young people, the cultural safety of child and young people from culturally and/or linguistically diverse backgrounds and to providing a safe environment for vulnerable adults, children, and young people with a disability.



## Carers SA Leadership Competencies

Leadership	Team Leader / Manager				Program Manager				Executive Manager			
	Leading Others				Leading Others				Leading Others			
Guides and supports people and teams toward achieving individual and organisational goals	<p>Allocates tasks and responsibilities based on capabilities and strengths.</p> <p>Makes informed decisions and communicates them effectively.</p> <p>Helps source development opportunities aligned to career and development goals.</p> <p>Provides meaningful recognition and feedback, tailors specific and timely input to individual needs.</p>				<p>Connects and aligns team plans and goals to organisational strategy.</p> <p>Fosters a culture of accountability and promotes ownership and responsibility.</p> <p>Models decision-making and is transparent in decision-making process.</p> <p>Creates developmental opportunities. identifies stretch assignments and other opportunities for team members to learn and grow.</p> <p>Requests and acts on feedback on their own leadership capability</p>				<p>Actively creates and shapes culture with intention and purpose.</p> <p>Drives leadership development programs and builds the leadership capabilities of others.</p> <p>Facilitates organisational learning, creates structures and processes that support knowledge sharing and transfer.</p> <p>Evaluates and implements third party resources that promote people development and high performance.</p> <p>Serves as a trusted leader, gives guidance and support to senior leaders and other key stakeholders.</p>			
	Leadership Accountability				Leadership Accountability				Leadership Accountability			
Takes ownership of decisions, actions and outcomes to foster a culture of integrity and responsibility, ensuring that commitments are met and organisational values and standards are upheld	<p><b>Leads Individuals</b> <i>Accountable for individual team members' performance and engagement</i></p> <p>Sets clear expectations and establishes achievable goals.</p> <p>Holds team members accountable for their performance and to organisational values.</p> <p>Identifies and addresses underperformance constructively</p>				<p><b>Leads Leaders</b> <i>Accountable for the performance, engagement and development of leaders</i></p> <p>Establishes consistent expectations and aligns goals to ensure coherence across teams.</p> <p>Holds leaders accountable for fostering a culture of excellence, growth and upholding the organisation's values.</p> <p>Recognises and addresses leadership challenges, offering constructive feedback and resources to support continuous development</p>				<p><b>Leads Organisation</b> <i>Accountable for overall organisational performance, engagement, and strategic direction</i></p> <p>Articulates the organisational vision and aligns resources and priorities with long-term objectives.</p> <p>Ensures all leadership levels are accountable for achieving outcomes and exemplifying organisational values.</p> <p>Proactively identifies and addresses strategic challenges, fostering innovation and adaptability across the organisation</p>			



## Key Responsibilities

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### Children and Young People

- Act at all times in accordance with Carers SA Child and Young Person Safety Policy and Procedure and Professional Behaviour Guide
- Undertake required screening for suitability to work with children, young people, and vulnerable adults, complying with legislative requirements
- Champion the National Principles for Child Safe Organisation

### Team Leadership

- Lead, motivate, and support the Young Carer Services team to achieve quality indicators (KPIs) and fulfil contractual obligations.
- Provide clear direction and guidance, ensuring the team maintains up-to-date understanding of service delivery guidelines.
- Inspire innovation and creativity, supporting staff to develop and implement initiatives.
- Empower staff to make decisions, demonstrate ownership, and take initiative in achieving outcomes.
- Model high standards, commitment, and accountability in all interactions.
- Promote team achievements and maintain open communication.
- Build strong networks and relationships to support team goals.
- Give purpose and direction to the team, anticipate potential challenges, and align actions with long-term organisational goals
- Demonstrate pride and enthusiasm in the organisation's mission, trust in the team's abilities, and actively promote team achievements
- Model high standards, commitment, and personal accountability, leading by example in all interactions
- Foster open communication by sharing essential information, making complex issues understandable, and encouraging feedback
- Build strong networks and relationships across the organisation and with external partners, leveraging these connections to support team goals.
- Demonstrate strong emotional intelligence by managing one's own emotions, responding to others with empathy, and maintaining professionalism in high-pressure situations.
- Model self-awareness and reflective leadership, building trust and psychological safety through honest communication, presence, and accountability.

### Team Management

- Oversee team operations including onboarding, probation, timesheet management, regular check-ins, and team meetings
- Conduct individual performance reviews and participate in performance management processes as required
- Use effective time management strategies to achieve team KPIs and organisational objectives
- Address operational challenges assertively and maintain a solutions-focused approach to persistent goal achievement
- Facilitate effective working relationships within the team and across the organisation, focusing on both internal and external stakeholders
- Promote a positive team culture by recognising achievements, providing constructive feedback, and encouraging ongoing development



- Respond to incidents in line with risk and emergency protocols, ensuring timely reporting and follow-up.

### Reflective Practice Supervision

- Facilitate regular, structured reflective practice supervision sessions that create a safe and supportive environment for team members to critically reflect on their work, challenges, and successes.
- Proactively monitor and support the emotional wellbeing of team members, recognising signs of vicarious trauma or burnout and responding with appropriate strategies or referrals.
- Embed and model trauma-informed, strengths-based, and person-centred principles across team practices, contributing to a consistent and values-aligned service culture.
- Identify individual and team development needs through supervision and lead the implementation of practice improvement strategies to enhance service quality, compliance, and outcomes.
- Provide regular coaching, feedback, and professional development to support staff capability, confidence, and retention.
- Use reflective practice skills during supervision to monitor documentation standards, practice compliance, and risk, ensuring the safety and wellbeing of Carers and staff.
- Coordinate case reviews, debriefings, and peer learning opportunities where appropriate, using insights from supervision to drive continuous improvement and collaboration.

### Implementation of Plans

- Support the implementation of the Young Carer service model
- Identify, develop, and implement strategies to reach disconnected or hidden Young Carers
- Monitor and ensure achievement of quality indicators (KPIs) related to Young Carer engagement and connection
- Use data, reporting, and Carer feedback to monitor the quality and consistency of Young Carer services.
- Respond to service delivery concerns and complaints with professionalism and in accordance with Carers SA's policies and contractual obligations.
- Provide guidance and coaching to staff on quality improvement opportunities, maintaining strong, respectful relationships while upholding service standards.

### Stakeholder Engagement

- Facilitate engagement with education departments, youth services, youth networks, and other key organisations to connect Young Carers with appropriate supports
- Contribute to Carer Engagement Projects and Marketing Plans to ensure Young Carers' voices are heard
- Promote young carer services at community events
- Support the ongoing delivery of the Young Carer Collective initiative
- Utilise social media for the promotion and connection of young carers.

### Services to Diverse Groups

- Ensure services are inclusive, culturally safe, and accessible for all Carers, including Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), and LGBTQIA+ communities

### Systems and Processes

- Develop in-depth knowledge of Carers SA's systems and processes



- Ensure staff maintain accurate and timely case notes and provide intervention activities aligned with Carers' goals
- Ensure proficiency in the use of information, communication and technology practices using Carers SA's nominated systems and processes
- Maintain accurate records and knowledge of young carer needs and services.
- Prepare and report on agreed metrics and outcomes related to young carer engagement.
- Support the Program Manager in creating, reviewing, updating, and implementing relevant policies, procedures, and work instructions.

#### Teamwork

- Collaborate with other leaders across the organisation to enhance service delivery and resolve emerging challenges
- Contribute actively to cross-team initiatives and virtual team collaboration

#### Knowledge

- Encourage the team to maintain and use up-to-date knowledge of formal and informal community supports for Young Carers
- Demonstrate proficiency in Carers SA's information, communication, and technology systems
- Apply a strength-based approach to support Young Carers with emotional and practical challenges
- Develop expert knowledge of mainstream supports for Young Carers

#### Training

- Ensure all team training is current and relevant
- Provide subject matter expertise and support to the Young Carer Team
- Evaluate training, networking, and stakeholder engagement for effectiveness

#### Work, Health & Safety

- Take reasonable care for the health and safety of yourself and others
- Adopt work practices that support Carers SA's WHS management system and approach

#### Service Delivery

- Understand and maintain currency in service delivery guidelines
- Ensure programs are structured and delivered in line with Program Guidelines as defined by the funding body

#### Policy & Procedure

- Support the development and implementation of policies and procedures in alignment with organizational and funding requirements
- Carry out your position and responsibilities in line with Carers SA values, Code of Conduct, policies, procedures and processes

#### Performance Review & Development Plan Process

- Actively participate in the annual performance review and development plan process.



## Additional Position Requirements

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Duties for this position should not be considered definitive and are only descriptive of the type of duties to be undertaken by you during your employment. Carers SA may require you to carry out any duties which are within your skills and competence. Duties are subject to change through consultation and are reviewed annually alongside staff performance.

A commitment to cultural competency and service delivery is essential, along with maintaining current DHS Working with Children and National Police Checks and completing mandatory child protection training.

Some interstate and intrastate travel may be required to deliver training, attend sector updates, and represent Carers SA at key events and stakeholder engagements.

## Position Criteria – Competencies and Relevant Experience

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- Minimum of 2 years' leadership experience in the community youth services sector
- Demonstrated understanding of the unique needs and challenges facing young people
- Extensive knowledge and experience in Child Protection and engaging with young people with complex backgrounds
- Proven ability to work autonomously with minimal supervision
- Proficiency in information, communication, and technology practices
- Excellent communication skills and ability to establish rapport with a diverse range of people
- Demonstrated ability to work under pressure, make clear and timely decisions, and support clients in distress
- Demonstrated ability to monitor quality through data and reporting, managing incidents and complaints, and working collaboratively with various stakeholders to ensure service quality and uphold service standards.

### Desirable

- Experience working specifically with Young Carers and understanding their unique needs
- Experience advocating for clients and negotiating with community-based organisations
- Knowledge of the challenges facing Young Carers and available community supports

## Education / Certifications

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- Minimum bachelor's degree in social services, Community Services, or a related discipline, or demonstrated equivalent experience in the community services sector

All employees must have a current DHS Working with Children check and a National Police Check prior to commencement. All employees will be required to complete maintain current mandatory child protection training, in line with legislative and organisational requirements.

