

## POSITION DESCRIPTION

<b>Position Title</b>	Team Leader – Early Help
<b>Program</b>	Early Childhood and Family Services
<b>Employment Status</b>	Full Time
<b>Tenure</b>	2 Years
<b>Classification</b>	Kids First EBA – SCHADS Award Level 7, Pay Point 1
<b>Position reports to</b>	Family Services Operations Lead
<b>Location</b>	Thomastown & Wallan; on the lands of the Wurundjeri People

Kids First is a child, youth and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children and young people up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children, young people and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

### Our Purpose

Every day we will work together to improve the life trajectories of children and young people, and maximise positive outcomes for them and their families.

### Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



**Hope**  
We believe that change is possible and achievable



**Empowerment**  
We build on people's strengths and support their ability to make positive changes in their lives



**Accountability**  
We are open and transparent in everything we do



**Respect**  
We value all people



**Trust**  
We act in an ethical, inclusive, professional and open manner

## Position Purpose

Kids First, in collaboration with consortium partners Family Care, Mitchell Shire Council, Whittlesea Community Connections and Whittlesea Council has established the Early Help Program, operating across two hubs: Wallan Hub (3756) and Thomastown Hub (3757). Following on from a two year trial and evaluation, the these hubs will continue to deliver the Early Help initiative for a further two years, serving the Mitchell Shire and Whittlesea communities.

The Early Help Program has been collaboratively designed with the local community, to foster a culture where families feel empowered to seek and access early help, support, and care. The program aims to strengthen families and enhance the capacity of universal services by building trusted and reliable relationships. Through these connections, evidence-based early help interventions can be delivered to families in need, promoting greater engagement with and participation in universal services.

Early Help aims to reduce the risk of children entering the statutory child protection system by strengthening families' capacity to keep children safe and engage with universal support services. By fostering a connected and supported community, the program also helps identify and reach out to individuals with unmet or hidden needs, reducing social isolation, removing barriers to early support, and decreasing reliance on Secondary and Tertiary interventions.

The Early Help Lead is responsible for overseeing and guiding the team of Family Coaches across Hubs 3756 and 3757, ensuring the delivery of high-quality, brief early help interventions tailored to the individual needs and goals of families. In addition to team leadership and people management responsibilities, the role includes a direct service component, including the delivery of single-session interventions and community development initiatives. These responsibilities will be balanced appropriately alongside other key functions of the role.

A key focus of this position is the ongoing implementation, monitoring, and internal evaluation of the Early Help model and its associated evidence-based practices. The Early Help Team Lead will work closely with the consortium's governance committees, Kids First's Operations Lead, and the broader Leadership Team to ensure the model's integrity, demonstrate its value, and contribute to the continuous improvement and long-term impact of this innovative approach.

## Organisational Relationships

<b>Supervisor</b>	<ul style="list-style-type: none"><li>Family Services Operations Lead</li></ul>
<b>Direct Reports</b>	<ul style="list-style-type: none"><li>Senior Practitioners/ Family Coaches</li></ul>
<b>Internal Relationships</b>	<ul style="list-style-type: none"><li>Chief Executive Officer</li><li>Executive Team</li><li>Direct Reports</li><li>All staff</li></ul>
<b>External Relationships</b>	<ul style="list-style-type: none"><li>Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders</li><li>Professional networks</li></ul>

## Key Responsibilities

### Leadership and Team Development

- Build and maintain a collaborative and highly skilled team of Family Coaches.
- Lead a team that develops safe, family-centered, and strengths-based coaching plans.
- Oversee recruitment, induction, and ongoing professional development of staff.
- Ensure Family Coaches process referrals efficiently, including eligibility assessment and triage.
- Ensure all team practices align with the relevant Kids First practice framework, values, and policies.

### Service Delivery and Oversight

- Undertake direct service provision, including brief interventions and community engagement.
- Monitor service delivery and evaluate impact to ensure quality and responsiveness.
- Ensure the service delivers high-quality risk assessments and safety planning for all family members.
- Oversee critical incident and risk reporting processes to maximize safety for clients and families.
- Develop and sustain strategies to gather client feedback to support continuous improvement and enhance Kids First's training, collaboration, consultation and sector support activities.

### Coordination and Communication

- Develop and maintain strong communication pathways with Centre Managers, Service and key staff to ensure coordinated support for clients.
- Manage key relationships with internal and external stakeholders, partners, and supporters.

### Community Development and Sector Engagement

- Lead community development initiatives that strengthen engagement with Universal Services.
- Create and maintain strategic partnerships with Early Years Education Providers and Schools to support early intervention, integrated care, and community-wide wellbeing.
- Strengthen and expand evidence-based group work and parenting programs that promote positive parenting skills, enhance connections to community, and reduce social isolation for families.

### Direct client work

- Provide and oversee brief, strengths-based consultations with families to identify needs and provide early help support.
- In partnership with families and relevant stakeholders, develop safe, child-inclusive support recommendations with clearly defined, achievable goals.
- Conduct assessments, triage, and appropriate responses via telephone, video, or face-to-face engagement, including consultation with professionals as needed.
- Engage in ongoing professional development to ensure practice remains current, evidence-informed, and aligned with best-practice approaches.
- Contribute to the capacity building of universal services through collaboration, coaching, and (where relevant) secondary consultation. Support the design and facilitation of peer-led and informal support opportunities that increase parenting confidence, build community connection, and reduce social isolation.

### Management of key relationships with stakeholders, partners and supporters

- Engage with appropriate stakeholders and other government and non-government organisations.
- Undertake consultation to service providers as required to support the care of children, young people, and families across the function.
- Contribute to Kids First reputation for practice leadership and quality through networking opportunities and partnerships.

### Ensuring Compliance with Kids First Policy and Procedures

- Provide guidance and support to staff in their work and relationships in the organisation in line with Kids First Policies and promote continuous quality improvement.
- Provide reports to senior management on compliance with policies and procedures
- Assist in the re-development and review of policies and protocols where necessary

### Quality and Risk Management

#### OHS

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.

### Capability Framework – key selection criteria

<b>Formal Qualifications</b>	Tertiary qualification in Social Work, Psychology or similar field.
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"><li>• A sound understanding of children, youth and family service delivery or similar.</li><li>• Excellent leadership capabilities, including minimum 2 years experience in providing supervision, coaching and feedback to staff</li><li>• Demonstrated experience in the delivery or prevention, early intervention and recovery orientated services for children, parents and families</li><li>• High level organisational skills to coordinate the Intake Service and the triage of clients in an effective, safe and timely manner</li><li>• Proven ability to network, promote programs and foster collaborative relationships with services.</li><li>• Sound knowledge and experience of community development practices and initiatives.</li><li>• Knowledge of current approaches to practice and Government frameworks in Family Violence, Child Safety and Child and Family Services.</li><li>• Demonstrated sophisticated understanding of the complex social and service systems issues that impact on children, young people and families.</li><li>• Specialist knowledge in trauma informed practice.</li><li>• Experienced in brief family consultation.</li><li>• A sound understanding of intersectionality.</li><li>• Excellent communication and interpersonal skills</li></ul>
<b>Other Selection Criteria</b>	<ul style="list-style-type: none"><li>• Current Victorian Working with Children Card</li><li>• Willingness to undertake a Police Check</li><li>• A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner.</li></ul>

## Inherent Physical and Psychological Demands

Activity	Frequency – Daily Regular Occasional
Managing competing priorities	<b>Daily</b>
Computer based activities (including phone work)	<b>Daily</b>
Driving	<b>Daily</b>
Walking, climbing stairs, bending	<b>Regularly</b>
Attending external locations	<b>Regularly</b>
Possible confronting situation by self or staff supervising with family and children (sometimes of sexual, abusive, abuser traits nature) which may trigger some individuals	<b>Occasionally</b>
Interact with clients who could display verbal or physically challenging behaviour	<b>Occasionally</b>
Exposure to families that are experiencing family violence	<b>Regularly</b>
Judgement and decision making	<b>Daily</b>
Dealing with confrontation	<b>Occasionally</b>