

Position Description

Women's Shelter Team Leader



Job Title:	Women's Shelter Team Leader
Award:	Queensland Local Government Industry Award (Stream A) – State 2017
Division:	Division 2 – Section 1 – Administrative, clerical, technical, professional, community service, supervisory and managerial services
Classification:	Level 4
Employment Type:	Full-Time Maximum Term
Department:	Community Services
Reports To:	Community Services and Events Manager
Approved:	Alan Neilan, Chief Executive Officer
Version Date:	25 June 2026

Position Objective

The Kowanyama Women's Shelter is a refuge for women and children escaping social and domestic violence. This position is required to manage a small team to ensure compliance with regulations and quality case management for our clients. This position will be responsible for;

- Leading a small team
 - Staff rosters and approval of timesheets
 - Expenditure at the Shelter – staffing/wages, equipment and food supplies
 - Data collection and reporting
 - WH&S – report any hazards and incidents, monitor and upkeep maintenance.
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Position-Specific Key Responsibilities

- In collaboration with Manager Wellbeing and Early Years, provide leadership and support to build a positive team culture that is focused on establishing client outcomes as per consumer directed care.
 - In collaboration with Manager Wellbeing and Early Years, monitor and provide input to the annual budget.
 - Oversee the team and ensure duties are undertaken at a high standard. Alert the Manager Wellbeing and Early Years of any service improvements required.
 - Deliver quality client case management and provide appropriate client referral services.
 - Order and maintain stock at Women's Shelter, including food, supplies and cleaning equipment.
 - Liaise with, and be available to, the Kowanyama Police and Kowanyama Clinic to ensure that service users in difficult or unsafe situations have access to the shelter.
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- As required, this position will undertake the duties of a Support Worker to ensure continuity of services, this includes:
 - Perform housekeeping duties such as cleaning floors, the kitchen, bathroom, toilet, laundry and any other tasks as required
 - Prepare light meals for the clients during the shift, where applicable
- Provide and store appropriately detailed handover notes of client information/shelter business to other support workers, and provide such information in written form in the allocated shelter "handover" book.
- Conduct regular team meetings to ensure effective communication, address any issues or concerns, provide updates on shelter operations, and foster a collaborative team environment.
- Identify training needs for team members by regularly assessing their skills and performance

Reporting

- Ensure relevant reports for the service are completed accurately and submitted on time to Manager Wellbeing and Early Years.

Selection Criteria

1. Relevant qualifications in Community Services, or willingness to undertake and complete within a specified timeframe.
 2. Previous experience leading a small team.
 3. Excellent communication and planning skills, with the ability to solve problems, while positively influencing staff.
 4. Good written and verbal communication skills.
 5. Good interpersonal and engagement skills, with an ability to create a good rapport with clients, staff, members of the community, and relevant organisations.
 6. Ability to work under limited supervision, while working as part of a team and use initiative.
 7. Ability to supervise and mentor staff.
 8. Knowledge of the Sexual and Domestic & Family Violence legislation.
 9. Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander cultures, ability to communicate effectively and sensitively with Indigenous people.
 10. Demonstrated experience in community development and community organisations and/or relevant experience in working with Indigenous communities.
 11. Personal attributes that engender commitment, passion, energy, drive, initiative, resilience and respect.
 12. National Police Clearance.
 13. Working with Children Check (Blue Card).
 14. Current manual driver's license.
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Key Performance Indicators

Leadership	• Collaborate with Manager Wellbeing and Early Years to provide leadership, supporting staff to build a positive team culture that is focused on establishing client outcomes, as per consumer directed care • Deliver client case management plan, goals, provision of appropriate client referral services, and other services that are required • Monitor the delivery of quality care and appropriate services to the clients • Conduct team meetings • Always Adhere to Councils Code of Conduct
Administration and Reporting	• Accurate data and client records are maintained • Reports are submitted to meet required deadlines • Staff timesheets approved for submission each fortnight in a timely manner
Team	• Develop and maintain a positive team environment • Mentor staff to develop skills and understanding of Policies and Procedures • Demonstrate and encourage a safe working environment • Complete performance appraisals within designated timeframes
Attendance:	• Arrive at work on time • Notify your supervisor of absence prior to commencement of workday
Customer Service:	• Maintain a high level of customer service towards all clients • No substantiated complaints • No breaches of confidentiality
Workplace Health and Safety:	• Follow Council WH&S policies, rules and guidelines • Contribute positively to improvement initiatives • Demonstrate a strong focus on workplace safety in accordance with Industry standards.
Adherence to Council's policies and procedures:	• Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. • No breaches of Council's policies and procedures.

Corporate Responsibilities

Policy and Procedural Responsibilities

Be aware of, and act in accordance, with all council policies and procedures.

Code of Conduct

Adhere to behaviour, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct will be subject to disciplinary action.

Work Health and Safety

Comply with all Workplace Health and Safety legislation, codes of practice and procedures. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

General

- All employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior, for the purpose of setting up their work area. Once shift is completed, leave site directly after hand over.
- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence, and only work the rostered hours assigned by management.
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources.
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws.
- The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives.
- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times, where driving forms part of regular work activities.

Organisational Relationships

Reports To:	Manager Wellbeing and Early Years
Internal Liaison:	Chief Executive Officer, Executive Managers, and all Kowanyama Aboriginal Shire Council employees.
External Liaison:	Federal and State Government agencies, statutory authorities, contractors, members of the community, visitors to the Kowanyama Community.

Position Description Authorisation

This position description is subject to change from time to time as Kowanyama Aboriginal Shire Council may be developed or restructured. Any such re-organisation of duties shall be the subject of discussion and agreement with the position incumbent.