



JOB TITLE	Katungul Women's Healing Centre Team Leader (Identified*, Females Only*)
DATE	August 2026
REPORTS TO	Community Programs Manager

JOB DESCRIPTION

Purpose of role

The Katungul Women's Healing Centre (KWHC) responds to the needs of Aboriginal women and their children who have experienced, or are at risk of experiencing, domestic and family violence and homelessness in the Bega Valley and Eurobodalla Shire region of Southern NSW. KWHC provides a therapeutic and holistic response that supports women on a healing journey to holistically address their safety, accommodation, health, wellbeing, cultural and other needs

The KWHC Team Leader provides oversight of service delivery including systems, processes, facility, finances, reporting and staffing.

The direct reports for this position include:

- Case Managers
- Support Workers
- Child & Youth Workers
- Other positions as developed

**This role is identified for Aboriginal and/or Torres Strait Islander people only. Being an Australian Aboriginal and/or Torres Strait Islander person is a genuine occupational qualification required to undertake this role under section 14 (d) of the Anti-Discrimination Act 1977 (NSW).*

**In recognition of the gendered nature of domestic and family violence, Katungul enforces an all-female staffing policy which maximises the safety of women who are accessing the service. Being a woman is a genuine occupational qualification for this position under Section 31 of the Anti-Discrimination Act 1977 (NSW).*

Main duties and responsibilities

Core objectives include:

Leadership

- Provide leadership and oversee KWHC staff to ensure the provision of consistent and high-quality services.
- Ensure staff comply with Katungul policies and procedures.
- Model collaboration and teamwork to promote team effectiveness.
- Provide appropriate supervision and performance development of staff.
- Adopt early intervention practices to minimise disputes and respond to complaints and incidents.
- Ensure staff maintain accurate case notes and records.
- Induction of new staff, contractors, and volunteers.

- Advocate on behalf of clients with other agencies to ensure access to and delivery of effective services.
- Engage in reflective practice and meaningfully participate in regular operational supervision, clinical supervision, cultural supervision and training.
- Develop and oversee rostering requirements.
- Commit to ongoing professional development for the team.

Service delivery

- Deliver an inclusive and accessible specialist service to Aboriginal women, with or without children, as set out in the KWHC Service Model and Policy & Procedure Manual.
- Provide referral, case management and follow up services to Aboriginal women and their children who have experienced domestic and family violence.
- Maintain a respectful and appropriate relationship with all clients of the service.
- Identify and work in partnership with key stakeholders and relevant services towards implementing successful case management plans.
- Receive and respond appropriately to all referrals.
- Conduct client risk assessments and planning to address immediate safety needs.

Administration and Governance

- Adhere to Katungul's mission and values.
- Apply knowledge and adhere to all relevant legislative and policy frameworks.
- Ensure privacy and confidentiality are always maintained.
- Fulfil reporting requirements.
- Participate in working towards or maintaining Australian Service Excellence Standards (ASES) accreditation.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications

- Graduate certificate in human services or similar welfare training
- Degree Social Work / Welfare or similar
- Diploma in leadership and management

Experience

- Demonstrated significant experience working with survivors of domestic and family violence or similar.
- Supervisory and leadership experience with a proven ability to lead teams to achieve service goals and tasks.
- Demonstrated experience in developing and maintaining effective and collaborative relationships with internal and external stakeholders to improve client experience and service outcomes.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.
- Proven ability to maintain and support trauma-informed work practices.
- Proven ability to plan, implement and review services.

- | | |
|----------------------------------|---|
| Knowledge | <ul style="list-style-type: none"> • Demonstrated knowledge and understanding of the issues relating to women and children who have experienced domestic and family violence. • Sound knowledge and experience in the use of information and communication technology including Microsoft word, email and internet applications and databases to manage client records. |
| Skills & competencies | <ul style="list-style-type: none"> • Cultural capability: The ability to plan, support, deliver and improve services in a culturally respectful and appropriate manner. • Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face. • Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience. • Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally. • Teamwork: willingness to assist and support others as required and get on with team members. • Time management/organisation: accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner. |
| Personal attributes | <ul style="list-style-type: none"> • Professional approach. • Ability to work calmly under pressure. • Organisational and time management skills. • Excellent attention to detail. • Confident manner. • Positive approach to change. |
| Other | <ul style="list-style-type: none"> • After hours on call work may be required including attending the KWHC if needed. • Undertake training and personal development opportunities relevant to the role. • Current driver licence. |

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date