

Position Information

Position Title	Team Leader
Program	Child and Family Wellbeing Service, Ladybird House Program and PSP Remote Program Emergency Management
Reports to	Executive Manager
Direct reports	Coordinators, Administration Officer
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 5

Organisation Information

TeamHEALTH is a for-purpose organisation dedicated to supporting people living with mental health challenges across the Northern Territory. We are the only non-faith-based, grassroots mental health organisation focused solely on the NT. Our deep connection to the Territory means we understand the unique needs of our communities - from urban centres to remote regions.

TeamHEALTH was founded in 1987 by a group of passionate family members and service providers who wanted better care for their loved ones living with mental illness. Their vision — grounded in compassion, community, and hope — became the foundation for the organisation we are today.

- [Who We Are | TeamHEALTH](#)

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

The Team Leader provides operational leadership and oversight of TeamHEALTH's Child and Family Wellbeing Services, Ladybird House support functions and Psychosocial Support Program (PSP) across the Katherine Big Rivers, Daly River, and Wadeye regions. The position is also responsible for coordinating Emergency Recovery Assistance for TeamHEALTH programs.

The role ensures services are safe, culturally responsive, outcomes-focused, and aligned with funding obligations and best practice standards.

Working collaboratively with internal teams, community partners, and regional stakeholders, the Team Leader drives integrated service delivery across regional and remote settings. The role places strong emphasis on early intervention, family-centred practice, social and emotional wellbeing (SEWB), and continuity of care for children, families and people experiencing vulnerability or mental health challenges.

The Team Leader supports workforce capability development and consistent practice standards across remote communities, while actively strengthening partnerships and improving access for support for people with mental health challenges.

In partnership with the Executive Manager, this position contributes to the planning, establishment, and ongoing oversight of new and emerging service initiatives within the regions.

Regular travel to remote communities and regional areas of the Northern Territory is required, including overnight

and extended absences, to maintain effective service presence and leadership across the region.

Overview of Core Services

Child and Family Services

TeamHEALTH's Child and Family Wellbeing Services deliver child-centred, trauma-informed, culturally safe early intervention services to children 0-18. The program aims to strengthen child wellbeing and family stability, focussing on building parenting capacity, supporting social and emotional wellbeing, and reducing escalation through integrated, community-based responses. Child and Family Wellbeing Services also deliver community engagement and education, often in partnership with schools.

PSP Remote

The Psychosocial Support Program (PSP) Remote provides outreach-based psychosocial support to people with mental ill health in regional and remote communities. The service supports recovery, daily functioning, and community connection, improving stability and reducing reliance on acute systems.

Ladybird House Program

The Ladybird House Program provides transitional accommodation services for women requiring short-medium term stabilisation, often following periods of instability related to domestic and family violence, homelessness, or complex psychosocial needs. TeamHEALTH works alongside participants to strengthen safety, recovery, independence, and connection, while promoting clear pathways to sustainable housing and longer-term stability through coordinated, strengths-based support planning.

Key Result Areas

1. Participant Support Services

- 1.1. Provide leadership and mentoring in delivering coordinated family-focused, holistic and strengths-based support that focuses on early intervention and prevention or coordinated recovery focussed, for adults and children.
- 1.2. Lead the development, establishment and monitoring of protocols around assessments and intake of participants referred to TeamHEALTH programs, ensuring that the services are tailored to the participant, including their cultural needs and circumstances, and are compliant with relevant guidelines.
- 1.3. Support team members in the use and monitoring of TeamHEALTH tools including Kessler 10/5, SCORE, Individual Recovery Plans and Family Action Plans.
- 1.4. Monitor caseloads of team members to ensure appropriate distribution of participants and ensure participants on waitlists are managed effectively.
- 1.5. Lead the delivery of emergency preparedness, response and recovery assistance across TeamHEALTH programs, providing specialised, recovery-focused mental health support that promotes resilience, wellbeing and community ownership before, during and after emergencies and disasters.

2. Relationship Management

- 2.1. Foster and maintain effective and professional working relationships with internal and external stakeholders, including TeamHEALTH staff, local schools, 'first-to-know' agencies, community groups and clinical service providers.
- 2.2. Maintain a safe and positive relationship when working with children and young people, and people experiencing vulnerability.
- 2.3. Work effectively with all people including First Nations people, and those with Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.4. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.

3. Mental Health Promotion

- 3.1. Working closely with the TeamHEALTH Engagement and Communication Officer, play a key role in the planning, coordination and delivery of community outreach, mental health promotion/education and community development activities to increase local capacity to identify, understand and respond to mental health needs.
- 3.2. In collaboration with the location leaders, assist in the development and management of appropriate program resources.
- 3.3. In collaboration with the Engagement and Communication Officer and relevant Coordinators, develop mental health promotional resources to support program delivery, reduce the stigma of mental illness in the community and make available mental health information for participants and the general public.

4. Team Management

- 4.1. Provide leadership, mentoring and assist in day-to-day management of the designated services delivered in the Katherine, Big Rivers, Daly River and Wadeye (or as requested by the Executive Manager).
- 4.2. Ensure that all staff are trained to complete duties as required and ensure that a process is established for effective participant management in, for the Child and Family Wellbeing Program, in accordance with Family Action or Individual Recovery Plans.
- 4.3. Conduct and facilitate team meetings on a monthly basis, or as negotiated with the Executive Manager.
- 4.4. Develop and regularly review caseloads to ensure that staff are utilised effectively in the provision of the range of supports and services offered.
- 4.5. Regularly complete audits of case notes and data entry to ensure accuracy and relevance.
- 4.6. Provide supervision, support and undertake performance reviews with direct reports.
- 4.7. Identify, recommend and assist in the development of areas of improvement, e.g. program resources, policies, procedures and ways of working.

5. Reporting & Administration

- 5.1. In consultation with the Executive Manager, develop and manage the designated budget/s, resources, assets and expenditure, ensuring the updating or development of appropriate policies, procedures, tools and operational guidelines, and ensuring that reporting requirements are completed within established timeframes and delegation levels.
- 5.2. Ensure that all internal and external reporting is accurate and completed within timeframes required by funding agreements and TeamHEALTH.
- 5.3. Participate in the development and use of evaluation tools and processes, in line with the program funding agreements.
- 5.4. Actively participate in regular support and supervision with the Executive Manager, including continued professional development and performance reviews.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

- 1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
- 2. A current Driver's Licence.
- 3. NDIS Worker Screening and Working with Children Clearance.

4. NDIS Worker Orientation Module Certificate.

Essential for Position

1. Demonstrated experience in the management and delivery of services to people with mental health challenges in regional or remote communities.
2. Proven leadership skills and experience with the capacity to manage, support and coach staff to reach their full potential, and reach key performance indicators in line with funding guidelines.
3. Demonstrated ability in working with a diverse range of people including First Nations people and people from Culturally and Linguistically diverse (CALD) backgrounds including children, young people and families.
4. Demonstrated ability to build and maintain relationships and communicate effectively with key stakeholders including community services, government departments, and internal programs.
5. Proven ability to manage workload under pressure in a busy environment and prioritise tasks to ensure deadlines are met.
6. Demonstrated high level of communication skills, including written and verbal, and computer literacy.
7. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

5. Demonstrated experience in the management and delivery of specialised mental health recovery support to individuals, families and communities affected by emergencies and disasters in NT.
6. Demonstrated understanding and application of person/child centred and strength-based approaches, relevant to a range of life stages, including children, young people and adults.
7. Tertiary or Diploma level qualification in a relevant health or welfare discipline.
8. Four-wheel drive and off-road driving experience.

Position Description Approval

Approved by	Rina Bruinsma, CEO
Date approved	10 July 2026
Signature	