

Team Leader

Brisbane North Office

236 Stafford Road, Stafford, QLD, 4053

(07) 3624 1700



Carers Queensland provides a range of support services to caring families and aims to improve the quality of life for all caring families throughout Queensland.

The person who is successful in this position needs to share the values and philosophies of Carers Queensland and fulfil all legal and statutory requirements associated with this role.

Team Leader	
Reports to	Manager, Client Services North
Direct reports	Program Staff, Administrative Staff & Volunteers
Indirect reports	Nil
Hours of employment	Full-time contracted to 30 June 2019
Salary Award Level	Level CSW6.1 (\$45.99 per hour, \$91,167.57 per annum) of the Transitional Pay Equity Order (TPEO) dated 1 December 2012

1. About the Position

To co-ordinate a team in the regional office in terms of:

- Local administrative and office management
- Scheduling team meetings
- Co-ordinating interagency and awareness-raising activities
- Supervising administrative & program staff
- Ensuring that there is appropriate and accurate record keeping in regional office

2. Main Activities

The Team Leader is responsible for the day to day supervision of the regional office and has a client service role. (50% Team Leader role, 50% client service delivery.) Major activities of the Team Leader role include:

- General office administration and team co-ordination
- Reporting to Manager, Client Services North
- Fund raising and marketing activities - these activities will be planned with the Manager Fund Raising and Promotion. This is likely to include Carer Week activities and other sponsorship, marketing and fund raising activities
- Leadership of regional team, including performance reviews and other HR duties as discussed and agreed with Manager, Client Services
- Administration of the No Interest Loan Scheme (NILS) and other support programs in region
- Providing individual and group support to carers i.e. facilitating Carer Support Groups and providing training reflective of local need
- Directly talking to other organisations about individual carer issues
- Presentations and promotion of Carers Queensland at expos
- Helping carers to link in with other service providers
- Identifying relevant information to give to carers
- Assisting carers to best advocate for themselves and their family

- Undertaking all administrative support tasks for this role

3. Performance targets

- Reach client support targets as set by Carers Queensland's funding bodies
- Meet all internal targets
- Positively represent and promote the work of Carers Queensland in interagency settings
- Regional staff meet at least monthly for debriefing and sharing of information
- 98% accuracy in records provided from region
- Reporting and liaising with Manager Client Services North - to the satisfaction of the Manager
- Recruitment of carers to attend events (as agreed with Manager Client Services)
- Effectively supervise and support a team of program staff

4. Grading level

CSW 6.1 of the 'Transitional Pay Equity Order' (TPEO) dated 01/12/2012