



Position Description

Youth Service Team Leader (Specialist Aftercare)

Wesley Mission
July 2026

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Coordinator

Wesley Take Charge of Your Life – Kick Start/SIL

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Dalmar Out Of Home Care

Wesley Dalmar is an Out of Home Care Service accredited by the Office of the Children’s Guardian and regulated by the OCG Standards. Wesley Dalmar supports children and young people who enter foster care, supporting carers and birth families associated with the child and young person.

Recognising the challenges faced by young people as they leave care, Wesley Dalmar developed the Youth Services program to focus specifically on providing holistic and comprehensive leaving care support .

The Youth Services program provides a range of services including

1. Take Charge of your life
2. Supported Independent Living Program (SIL)
3. Kickstart Program
4. Specialist After Care
5. Wesley Dalmar After care



Overview of role

The primary function of the Youth Services Team Leader is to work in consultation with the Youth Services manager to ensure quality service delivery in the Specialist Aftercare program and the Kickstart post care program.

This is primarily delivered by providing direct supervision and support to the staff in the Specialist Aftercare program while also maintaining a small caseload. The role also provides oversight to the Kickstart Post care program and is responsible for liaising with Wesley Community Housing regarding any repairs and maintenance of the Kickstart properties.

3 Relationships

Reports to: Youth Services Manager, Wesley Dalmar

Direct reports: Specialist Aftercare workers

4 Major role responsibilities

4.1 Our clients

- Working with Youth Services Manager provide support implementation of the Wesley Mission Specialist After Care program
- Provide support and supervision for Specialist Aftercare staff
- Maintain relevant statistics and other reporting requirements for the Specialist Aftercare program
- Work in consultation with Program Manager to assess referrals for Kickstart Post Care and the Specialist Aftercare Program to determine the most appropriate model of care for the young people
- Work in consultation with TCOYL Future Planners to support young people living at Kickstart Post Care to achieve their goals
- Ensure the Kickstart properties are well maintained and repaired through Wesley Community Housing and other providers as directed by Wesley Mission Procurement

4.1.1 Performance Measures

- Client satisfaction
- Ensure the team meets the contracted clients numbers for the Specialist Aftercare program
- Maintenance records of properties



4.2 Our people (our team)

- Provide regular (monthly) supervision to all staff
- Provide monthly statistics to Youth Services manager
- Maintain a client data base
- Oversee the maintenance and repairs of the Kickstart properties.
- Liaise with TCOYL Team Leader (Sydney) to monitor progress and support the of young people living at Kickstart
- create a team culture of inspiration and passion for young people transitioning from care
- promote and ensure adherence to Wesley Mission brand by all members of the team
- ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- on a monthly basis, conduct and document individual meetings with direct reports (case managers and lead tenants) and facilitate feedback to ensure employee satisfaction and performance
- work with Youth Manager to recruit and retain key staff to all positions in the program
- work with the Youth Manager to ensure position descriptions for all staff are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities.
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings and conduct regular meetings with your team.

4.2.1 Performance Measures

- Level of team satisfaction
- Monthly staff supervision records
- Records of meetings

4.2.2 Our operations

- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

4.2.3 Performance Measures

- Promotion of Wesley Mission and Take Charge of Your Life

5 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Take Charge of Your Life Business Plan and Wesley Mission Strategic Plan, as requested by your manager



- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

6 Selection criteria

To be successful in this position, candidates must possess the following:

Essential skills/knowledge

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Degree or Diploma in Social Science or related discipline
- Minimum 5yrs experience working with young people with complex needs
- Demonstrated understanding of Leaving Care plans and how to access funds for young people
- Demonstrated ability to access a range of community services including NDIS, Housing and Financial support services
- ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative management style
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- experience in managing internal and external stakeholders to achieve set objectives



- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- excellent written and oral skills, public speaking and presentation capabilities
- proficient computer skills in Microsoft Office
- NSW unrestricted drivers' licence.

Desirable skills/knowledge

- Previous management experience
- Experience in Out Of Home Care
- Previous experience in After Care