

## **Team Leader – Outreach services**

We at Wellcare Australia are looking for an enthusiastic, energetic, and compassionate individual to lead our outreach services and Centre for Wellbeing.

### **The role**

As the Team Leader – Outreach Services, you will be responsible for ensuring that all our clients under the outreach services are being given the support promised to them, ensuring that staff members are holding up the service standards of Wellcare Australia and providing the best possible care for our clients, keeping them at the centre of everything they do.

### **Responsibilities:**

- Ensuring all clients get the support they need and signed up for and staff are in place to attend to these support requests.
- Engage with external stakeholders (clients' support coordinators, guardians, and other relevant stakeholders) to ensure you have all relevant information to provide effective support.
- Coordinate activities for the Centre for Wellbeing and ensure effective participation from all the participants.
- Lead support workers to involve participants in access to their community, receive encouragement and emotional support, involvement in social interactions, access other support services and provide multi-level support during medical consultation.
- Contribute to the ongoing evaluation of service delivery by providing feedback to your supervisor.
- Encourage support workers to show participants how to establish daily routines and life skills education, health and fitness, and work skills.
- Support in staff recruitment to ensure staff possess the skills required to care for the current and future potential participants.

### **Enough about us, let us talk about you!**

- You are someone who has a working knowledge of the NDIS and psychosocial disabilities.
- You have worked in the outreach space or supported clients in SIL accommodations.
- You have strong communication skills, both written and verbal, to engage with various stakeholders (both internal and external).
- A tertiary education qualification is desirable, not necessary.
- If you are willing to learn, explore new things and help participants improve their lives, we would love to hear from you.

### **Benefits:**

- Competitive salary package commensurate with experience and qualifications.
- Supportive work environment with opportunities for professional development and ongoing learning.
- Access to supervision and mentorship from experienced mental health professionals.
- Flexible working arrangements to support work-life balance.
- Opportunities for career progression and advancement within the organisation.

