Team Leader – Domestic Violence Crisis Line

The Opportunity

You will assist in leading a team of Counsellors who provide immediate support to women and children in crisis via telephone counselling, arranging referrals for short term crisis intervention and other forms of crisis support.

Reporting directly to the Executive Manager – National & State-wide programs this position is a full time, fixed term contract until 31 December 2021, with the potential of extension subject to funding.

Key accountabilities of the role will include

- Contribute to service planning, assisting in the development of objectives and targets that facilitate the improvement of WSSSA programs;
- Conduct one to one and other performance development activities, and identify staff training & development needs, as well as conduct performance management discussions as required;
- Manage and facilitate recruitment processes or DVCL staffing as required;
- Manage leave requests, roster maintenance, shift coverage and the coordination of team meetings;
- Providing guidance to staff and direct service delivery as required regarding complex client situations

Essential Criteria

- Tertiary qualification in Social Work, Psychology or Counselling, and/ or experience commensurate with the position.
- Experience in the provision of direction, support and mentoring to staff, as well as the performance of tasks relating to performance management and recruitment;
- Significant knowledge and experience in the provision of telephone counselling and intervention case work, with ability to creatively problem solve;
- Strong empathy and ability to work sensitively with a diverse range of clients affected by domestic and family violence and in crisis by providing appropriate and timely information and support;
- Previous experience working in a crisis, domestic and family violence or related setting;
- Excellent knowledge of the theoretical approaches applicable when working with women and children experiencing domestic and family violence;
- Strong understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence.

Benefits of joining WSSSA

- SCHADS Award Level 6
- Salary Packaging options available
- Wellbeing Program

To Apply
Applications must include a resume and one page cover letter, addressing the Person Specification criteria within the Position Description, which can be found on the WSSSA Website Careers Page:


Applicants must

- Hold a current full drivers licence
- Eligible for or currently hold DHS Working with Children check and National Police Clearance
- Be able to commence on 10 May 2021

APPLICATIONS CLOSE: 8 April 2021

Inquiries can be emailed to natalies@womenssafetyservices.com.au

WSSSA is an Equal Opportunity Employer, committed to building our strengths through a diverse and inclusive workforce.

Aboriginal and Torres Strait Islander applicants, applicants of culturally diverse backgrounds, those with disability, and gender diverse applicants are strongly encouraged to apply.