

Team Leader — Position Description NAS Recovery Centre Ltd.

Position title: Team Leader

Purpose: Lead day-to-day delivery of culturally responsive AOD and mental-health programs including Path2home; supervise staff, students and volunteers; ensure services meet funding, quality and community needs.

Reports to: CEO

Direct reports: Support workers, volunteers, students

Location: 15 Ercildoune Court, Cranbourne West VIC

Employment type: Part time – 4 days per week

Remuneration: SCHADS Level 5, plus superannuation (rate per SCHADS award)

About Nas Recovery Centre

Nas Recovery Centre (NRC) is a community-led, values-driven organisation established in 2023 that provides culturally responsive Alcohol and Other Drugs (AOD), mental health, and navigation services for African Australian and other CALD communities across Melbourne's southeast. NRC also operates Path2home, a culturally safe drop-in centre in Cranbourne West offering early intervention, prevention and outpatient supports designed to reduce harm, strengthen family and community connections, and create pathways to wellbeing.

About the role

The Team Leader manages day-to-day program delivery combining: direct client support, team supervision, program coordination and stakeholder engagement. This role supervises support workers, volunteers and students; provides semi-structured counselling and cultural consultation; oversees rostering, reporting and compliance; and leads community outreach to strengthen referral pathways and program impact.

Primary outcomes: reliable program delivery; measurable client engagement and wellbeing improvements; a capable, supported team; timely and accurate reporting to CEO, Board and funders; and strengthened community partnerships.

Areas of responsibility

Operational leadership and rostering

- Roster management: Develop and maintain staff rosters to ensure coverage for shifts and program activities.
- Service delivery oversight: Coordinate daily program activities and ensure timely delivery of scheduled services.
- Resource allocation: Manage on-site resources and equipment to support program delivery.

Clinical practice and client support

- Direct support: Provide semi-structured individual and group counselling to youth, adults and families.

- Crisis response: Proactively respond to crises, provide immediate support and escalate to CEO or clinical leads as required.
- Cultural consultation: Provide cultural secondary consultation and team assistance to ensure culturally safe practice.

Team supervision, development and compliance

- Supervision: Provide regular supervision, performance feedback and line management to support workers, volunteers and students.
- Training & development: Identify training needs and coordinate professional development opportunities.
- Policy & compliance: Promote compliance with organisational policies, trauma-informed care and harm minimisation principles.

Program planning, monitoring and evaluation

- Program coordination: Oversee planning, coordination and delivery of youth and family-focused AOD and mental health programs.
- Monitoring: Track project deliverables, KPIs, timelines and budgets to ensure alignment with funding agreements.
- Continuous improvement: Collect feedback, support evaluation activities and implement service improvements.

Reporting, administration and funding support

- Reporting: Prepare clear progress reports for the CEO, Board and funding stakeholders.
- Administration: Maintain work plans, case notes, incident report and contribute to grant applications and funding acquittals.
- Risk management: Identify, report and mitigate risks associated with program delivery.

Community engagement and stakeholder relations

- Outreach: Lead community outreach, workshops and events to raise awareness and build client pathways.
- Partnerships: Represent NRC at external stakeholder meetings and advocate for client and organisational needs.
- Program development: Collaborate with management to design new initiatives responsive to community needs.

KPIs

- Client contacts per month: target number of unique clients engaged.
- Program retention rate: percentage of participants completing program modules.
- Reporting timeliness: all funder reports submitted on time.
- Staff supervision: 100% of direct reports receive scheduled supervision sessions.
- Incident response: incidents logged and closed within defined timeframe.

Key selection criteria

1. Leadership & project coordination: Demonstrated experience leading teams and delivering projects, preferably in AOD or mental health.
2. Cultural & community insight: Strong understanding of barriers faced by African and other CALD communities that may be experiencing AOD and/or mental health issues.
3. Stakeholder engagement: Proven ability to work with internal teams, government and community partners.
4. Reporting & evaluation: Experience preparing progress reports, monitoring KPIs and supporting continuous improvement.

Eligibility and checks

- Qualifications: Tertiary qualification in Community Services, Mental Health, AOD, Psychology, Social Work, Nursing or related field.
- Experience: Minimum 2 years in community services, AOD or mental health leadership role.
- Knowledge: Understanding of trauma-informed care and harm reduction principles.
- Checks required: Current Working with Children Check (WWCC), Police Check, NDIS Worker Screening Check.
- Other: Valid Victorian driver's licence and access to a reliable vehicle.

Practical details

- Hours & FTE: 4 days per week.
- Supervision: Formal supervision with CEO weekly and annual performance review.
- Delegations: Day-to-day operational decision making for program delivery and rostering; escalate strategic, financial or high-risk matters to the CEO.

How to apply

If you have any queries re the Position Description contact 0434000670.

Please submit your resume and a cover letter addressing the key selection criteria and qualifications for this role via email to nnyak@nasrecoverycentre.org.au

Recruitment ad for VAADA

NAS Recovery Team Leader

Lead. Engage. Inspire.

Nas Recovery Centre is a community-led organisation delivering culturally responsive AOD and mental health services for African Australian and other CALD communities in Melbourne's southeast. Path2home, our drop-in centre in Cranbourne West, provides early intervention, prevention and outpatient services that prioritise dignity, cultural safety and practical pathways to recovery.



We are currently seeking applications for the role of **Team Leader**, NAS Recovery.

About the role: The Team Leader will ensure programs are delivered effectively, safely and in line with funding and community expectations. This hands-on role combines direct client support, team supervision, program coordination and stakeholder engagement; it supervises support workers, volunteers and students and leads outreach to strengthen referral pathways and program impact.

How to apply

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