

Position Description

POSITION:	Redress Team Leader
REPORTS TO:	Redress Service Delivery Manager
DIRECT REPORTS:	4-6 Caseworkers
BLUE KNOT VALUES:	We lead with hope With empathy, compassion and understanding, we advocate for and support people to heal and recover from complex trauma We uphold integrity As individuals and teams, we are accountable, transparent and inclusive; always delivering quality and excellence. We drive change As innovative thought leaders, we build trauma-informed communities to transform the lives of people affected by complex trauma

ABOUT THE ROLE

The Redress Team Leader is a 4 day a week role responsible for leading a team of 4-5 case workers including all aspects of people management. The role provides clinical leadership, line management, mentoring and coaching, application review as well as daily operational coordination and supervision of a small team of redress case workers. This supports delivery of a trauma-informed, culturally safe Redress Support Service for people with experiences of institutional child sexual abuse exploring or engaging with the National Redress Scheme.

The role ensures the delivery of safe high-quality casework and counselling services. It supports caseworkers to respond compassionately to service users seeking information about the Scheme, considering whether to apply or who are applying, awaiting an outcome or progressing with a Direct Personal Response.

The role holder ensures case workers have the knowledge and skills to ground, support and monitor the wellbeing of service users who are at high risk of retraumatisation and mental distress during the process.

The Team Leader supports the onboarding, triage and application processes, enables caseworkers to help service users navigate systems of care and reviews applications for quality. The role supports the service and caseworkers, to meet compliance and performance standards, supports staff wellbeing, and contributes to operational excellence within a values-based social justice framework.

KEY DELIVERABLES

1. Leadership & Team Supervision

- Provide day to day leadership and line management of allocated team of Redress caseworkers.
- Contribute leadership insights, delivering consistent messaging, clarity of decision-making in collaboration with Telehealth Leadership Team
- Conduct individual supervision, clinical case consultation, application review, while mentoring and coaching team informed by individual and service metrics using performance tools.
- Model and uphold trauma-informed principles and Blue Knot values fostering a safe collaborative inclusive workplace culture and cohesive high-performing team
- Discuss complex staff or service user issues with the Service Delivery Manager as appropriate.

2. Service Delivery & Clinical Oversight

- Monitor and manage caseload demand and distribution, rostering, and waitlists to optimise service efficiency and equity working closely with the Service Delivery Manager
- Support case workers in managing complex, high-risk, or escalated sessions including situations of mental health deterioration
- Ensure service users are provided with compassionate, evidence-informed and clinical best practice casework and counselling support.
- Support the development of policies, resource and practice materials aligned with trauma-informed principles.

- Support collaborative working relationships with internal services, external providers, and stakeholders involved in service delivery, advocacy, or justice processes.
- Review and ensure timely, accurate, and high-quality Redress applications and clinical case notes which adhere to service, NRS and NSQDMH standards.

3. Operational Coordination

- Coordinate daily service delivery ensuring appropriate coverage of all functions, workflow management, and efficient use of resources
- Assess leave requests with Service Delivery Manager where needed to ensure team coverage and service needs are met prior to approval.
- Provide operational support ensuring caseworkers leverage technology to support efficiencies and comply with service practice, protocols and policies
- Support practice compliance and updates to policies, frameworks and processes ensuring ethical and professional standards.
- With the Service Delivery Manager identify and address service gaps supporting continuous improvement initiatives monitoring service quality through data-driven insights
- Contribute to service reports by maintaining comprehensive accurate reporting ensuring team members complete clinical notes and data records to enable team-level data, insights, or trends.
- Participate in operational meetings, planning activities, and service development projects as required.

4. People Development & Wellbeing

- Foster a culture in which all team members understand and demonstrate the capabilities, performance outcomes, and behaviours required to deliver safe, high-quality service delivery.
- Undertake all people management activities for direct reports in line with published policies, procedures and organisational direction.
- Support recruitment, onboarding, induction and training of new team members while building capability of team through coaching and mentoring.
- Identify individual development needs of case workers, recommend development activities, and facilitate access to relevant training and development.

- Monitor and proactively address individual and team performance development needs through development and performance activities and feedback loops supporting both team and service enablement and professional growth.
- Promote self-care, monitor and support wellbeing strategies identifying and mitigating risks of vicarious trauma and burnout early.
- Respond to early signs of team distress, fatigue, or disengagement.

Quality, Risk & Compliance

- Ensure self and team compliance with clinical governance framework, risk protocols, NSQDMH and data recording and documentation standards, Scheme and legal requirements.
- Support case workers to identify, manage and follow up on any complaints, reportable incidents, clinical risks, safety concerns in line with protocols.
- Participate in audits, evaluations, and service improvement projects.
- Champion and support reflective practice, quality improvement, person-centered care and contribute to culturally safe and inclusive practice.
- Ensure service user confidentiality, professional boundaries, and ethical standards of self and team at all times.
- Participate in the ongoing improvement of the Blue Knot processes in line with trauma-informed principles, best practice and Blue Knot's mission and values.
- Comply with information management, risk management, quality management processes, recordkeeping, privacy, confidentiality and other organisational policies and procedures.
- Meet statutory obligations as Mandatory Reporter.

QUALIFICATIONS & EXPERIENCE

- Tertiary qualification in Psychology, Social Work, Counselling (or equivalent).
- Current non provisional membership with ACA, PACFA, AASW or AHPRA.
- 4–5 years in trauma-informed counselling or casework.
- 2+ years in a Team Leader role with full people management responsibility, preferably with remote teams or equivalent experience.
- Demonstrated experience in telehealth, complex trauma frameworks, and clinical supervision. Redress experience is highly regarded.

- Intermediate to advanced Microsoft office and Salesforce capability.

CORE CAPABILITIES

- Ability to understand and apply knowledge of the National Redress Scheme, including eligibility, processes, and entitlements.
- Strong leadership, people management, mentoring, and ability to lead through change with consistent delivery and positive reinforcement of leadership messaging.
- Monitors real-time service activity, ensures effective scheduling, and manages competing priorities.
- Sets clear expectations, supports accountability, and addresses performance or conduct issues appropriately.
- Makes timely and sound decisions under pressure; manages urgent service user or workforce situations calmly and effectively.
- High resilience, with calm decision-making in risk and crisis contexts, identifying, managing and escalating clinical risk appropriately.
- Active listening, validation, grounding; strong clinical risk assessment & safety planning.
- Maintain boundaries; self-regulate under stress; ethical decision making.
- Capacity to build trust; engage in shared decision-making, embrace diverse perspectives and communicate clearly ensuring consistent leadership messaging.
- Ability to manage individual and team performance, development and training needs and concerns constructively to support team capability.
- Able to give and receive feedback constructively and committed to ongoing learning and continuous improvement.
- Clear, respectful, empathetic; upholds trauma-informed, organisational values and code of conduct, plus strong documentation skills.
- Adaptability and flexibility, as this role, underlying processes and/or KPI's may change and develop in line with business needs.

AVAILABILITY

- 4 days/week across Monday to Friday.
- A willingness to work flexibly in line with the needs of the role and the organisation.
- Our organisation works remotely; therefore, this arrangement is currently

home based with a requirement to attend meetings and workshops at other locations as required. The employer reserves the right to change the location to suit the needs of the Company.

OTHER REQUIREMENTS

- It is a requirement that all BKF employees have a valid and current national police check/criminal History Check for the duration of their employment.
- This role requires a valid and current Working with Children/Vulnerable Persons clearance for the duration of their employment.
- A safe and WH&S compliant home office space with access to a reliable internet connection speed tier of NBN50 – 50/20 (or better).
- Blue Knot is a trauma-informed organisation, and it is important that behaviours, attitudes and approaches of all employees are consistently underpinned by the organisation's values, Code of Conduct and trauma-informed principles.