RSTL JOB / POSITION DESCRIPTION

Job Title	Residential Services Team Leader	**Position Type**	Full Time
Reports To	Operations Manager	**Department**	Participant Services – Residential & Community
Salary	$80,000 per Annum (plus super)		

About the Role

The Residential Team Leader provides on-site leadership across disability residential services to ensure high-quality, safe and person-centred care for participants. This role supports staff, oversees day-to-day service delivery, and promotes a positive and compliant home environment.

Key Responsibilities

- Lead, support and coach a team of disability support workers
- Oversee daily operations across residential homes and community supports
- Ensure high-quality, person-centred participant outcomes
- Maintain documentation, compliance, and NDIS Practice Standards
- Support rostering, onboarding, and staff development
- Build strong relationships with participants, families, and stakeholders
- Participate in incident management, service reviews, and quality improvement activities

Skills & Personal Qualities

- Strong leadership and communication skills
- Ability to manage competing priorities and resolve challenges professionally
- Commitment to participant safety, well-being and dignity
- Positive team-focused mindset and customer-service approach

Minimum Requirements

- Diploma or higher in Disability, Community Services, Management or related field
- Experience in the disability or community services sector
- NDIS Worker Screening, Police Check, First Aid & CPR
- Driver's licence