



Team Leader – CCareline

- Be part of a passionate, growing organisation
- Qualifications in Social Work, Counselling or equivalent field is required
- Permanent full time opportunity

About the Role

As one of Sydney's leading not-for-profit agencies, we are committed to providing high quality service to our clients. We are looking for an experienced Team Leader to join the CCareline team. The CCareline team undertake the triaging of client need, intake processes, referral to internal and external services for over 60 services across CatholicCare.

As the Team Leader, you will be responsible for day to day management of the team and handling immediate telephone counselling and interventions. You'll play a key role in making sure that the CCareline team provide a safe and exceptional phone experience, as well as carry out regular coaching, mentoring and training of new and existing staff.

This is an ongoing full time opportunity and is based at our Lewisham site.

About Us

CatholicCare Sydney is the official social services agency of the Catholic Church in the Archdiocese of Sydney. We are a leading not-for-profit agency providing care and support to people in Sydney across a wide range of social services: children and families, relationships, ageing, disability, employment, mental health and youth programs.

About You

To be a suitable candidate for this role, you will require:

- The ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
- Relevant tertiary qualifications in Social Work, Counselling, Psychology, Social Sciences or equivalent field and eligibility for membership with relevant professional Board or Association
- Ability to mentor and train staff and role model outstanding customer service
- Strong IT skills, including the use of database systems
- Excellent verbal and written communication skills
- Strong knowledge of social services sector

- Strong problem solving skills and exceptional organisational skill
- The ability to remain calm under pressure and in crisis situations

What Can We Offer You?

- CatholicCare provides generous leave entitlements such as paid parental leave and study leave
- An Employee Assistance Program – this is a free and confidential counselling service
- Access to salary packaging – this allows you to have a proportion of your income tax-free and may increase your take-home pay.

How to apply

To be considered for this role, you will need to attach your resume and a cover letter addressing how your skills, knowledge and experience meet the requirements of the role.

Applications for this position close on Wednesday 8 April 2020. Please submit your application as soon as possible as shortlisting for this position will commence immediately.

Further information

Contact Angela Clayton, Manager on 0499 635 809

CatholicCare requires the preferred applicant to undertake a National Criminal History Record Check prior to employment and will also require a Working with Children Check.

CatholicCare is an Equal Opportunity Employer and Employer of Choice for Women. People of Aboriginal, Torres Strait Islander and other culturally and linguistically diverse backgrounds are encouraged to apply; people living with a disability are encouraged to apply.