



POSITION DESCRIPTION November 2017

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| Position | Team Leader - Counselling |
| Program Area | Integrated Family Violence Services |
| Employment Period | 0.8 EFT 12 month fixed term (maternity leave) |
| Exemption | VCAT Exemption No. H119/2017(subject to Equal Opportunity Act 2010) |
| Reports to | Manager - Counselling and Case Management |
| Remuneration | Salary and conditions based on qualifications and experience in accordance with the Women's Health West Enterprise Agreement 2010 level 4A, plus 9.5% superannuation. Generous salary packaging options available as per WHW policy. An initial probationary period will apply as part of the employment offer and contractual agreement. |
| Located | Women's Health West, 317-319 Barkly Street, Footscray Vic 3011 |

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

The counselling team leader reports to the counselling and case management manager, and is part of the leadership team at WHW. This position supervises a small team of women's and children's counsellors and is responsible for the daily leadership, management and coordination of WHW's counselling services. The counselling team leader is responsible for ensuring the development, implementation, monitoring and review of an effective counselling program that meets DHHS compliance standards. This position is also responsible for providing client-focused clinical supervision and operational support to the counselling team to ensure the delivery of high quality counselling services for women and children in the western metropolitan region experiencing family violence. The team leader is expected to develop and maintain productive and collaborative relationships with community and agency partners to contribute to positive client outcomes and enhance program delivery. This leadership role extends to ensuring collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

Key Result Areas and Responsibility

Provide clinical supervision and effective human resource management to the counselling team, fostering a collaborative culture in line with organisational values, building workforce capability and undertaking succession planning for a sustainable organisation.

- Have responsibility for the recruitment and induction of staff in the counselling team.
- Engage in and provide regular clinical supervision tailored to the needs of each team member to support their ability to deliver counselling services and programs consistent with the goals and values of WHW.
- Facilitate regular team meetings to support the development of the counselling team and their ability to provide efficient and effective operational services.
- Undertake annual performance development and action planning, and engage in regular reviews of team members to encourage development of responsive service delivery.
- Identify personal and professional development opportunities for team members arising from the annual appraisal process.
- Monitor leave entitlements, including personal leave, annual leave, flexitime and time in lieu of team members.
- Undertake a probationary review with each new counsellor and offer an exit interview to each exiting staff member in line with WHW policies.
- Ensure any concerns about staff performance and/or behaviour are dealt with in a timely manner, supporting staff to improve performance and/or resolve any concerns.
- Support and provide direction to team members responding to client critical incidents to ensure they are managed and document as per WHW policy and procedures, and DHHS critical incident instructions.
- Ensure equitable and adequate staff workloads and timely service delivery.
- Where agreed, organise student placements that meet professional standards and agency expectations.
- Role model respectful and professional behaviour within the work environment at all times displaying leadership, initiative, openness, honesty, genuineness and transparency.

Coordinate the effective management and delivery of counselling services including planning, implementation, monitoring and review of activities specified in the WHW integrated family violence services work plan.

- Contribute to the development, implementation, monitoring and review of the integrated family violence services work plan in relation to counselling services.
- Regularly monitor program targets for women's and children's counselling services.
- Contribute to the development and monitoring of the delivery of services to children, incorporating the children's rights framework, internal policies, current legislative requirements, and children's safety and wellbeing standards.
- Seek new revenue sources to deliver at least 2 children's therapeutic groups per annum.
- Actively monitor performance standards to DHHS requirements to ensure that the counselling team meets DHHS accreditation and compliance standards.
- Contribute to the development and monitoring of counselling expenditure in line with program goals and agreed targets, and ensure sound financial management so that all reporting obligations and budgetary goals are met, and sustainability and appropriate development of programs achieved.
- Ensure all staff in the counselling team maintain accurate case files, assessment documentation and case notes in a manner that will meet all auditing requirements of WHW, DHHS standards and legislative obligations.
- Ensure program data (IRIS) is collected to inform program planning and to meet data recording requirements of the DHHS and the WHW board
- Contribute to program continuous quality assurance processes and programs.
- Provide timely written staff and program status reports to the counselling and case management manager.

- Performance of other duties that are required that are within the range of the employee's skills, competency and training.

Develop and maintain productive and collaborative external relationships with key community and agency partners to contribute to positive client outcomes and enhanced program delivery.

- Coordinate the Western Integrated Family Violence Partnership (WIFVP) group work funding allocation process, including convening the selection panel, and ensure that WIFVP group work is provided to women and children from diverse community and geographical locations.
- Ensure that WIFVP group work providers report monthly IRIS data to DHHS, and provide annual acquittal and funded activity reports to WHW.
- Proactively build and maintain positive relationships with agency partners, community organisations and individuals to enhance collaboration, strengthen referral pathways and improve service delivery.
- Identify, participate in and represent WHW aims and interests on key family violence networks and in relevant forums in a manner that strengthens WHW's profile and influence.
- Participate in community education and information provision to other service providers and networks as appropriate.

Provide leadership to ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

- Play a leadership role in program, stream, leadership and staff meetings and planning days.
- Support team contributions to the development and implementation of organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool.
- Build, lead and actively participate in cross-stream mechanisms including professional development, relevant committees and events, designed to facilitate links within and between counselling services, the IFVS stream and the whole organisation, ensuring that collaboration is embedded in all aspects of WHW's operations.
- Lead by example and actively work to progress organisational continuous quality improvement and risk management frameworks.
- Lead and engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Selection Criteria

1. Tertiary qualifications in social work or related discipline and eligibility for registration with relevant professional body. Clinical training in creative modalities (art therapy and/or play therapy) desirable.
2. Substantial direct service experience providing assessments and therapeutic interventions for children, adolescents and women who have experienced family violence and/or trauma, including those from diverse communities.
3. A highly developed understanding of child development theory and the impact of family violence on the child and parent relationship, and a sound understanding of theory and practice as it relates to the provision of family violence services to children and women.
4. Minimum 2 years of clinical supervision and program management experience, including the development and monitoring of budgets.
5. Experience in developing effective and collaborative working relationships with external partners and agencies to improve service user and program outcomes.
6. Demonstrated commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.

7. Demonstrated experience in supervising and leading teams for the successful achievement of program goals and tasks.
8. Well-developed interpersonal and communication skills that support the capacity to lead and develop staff and promote and represent WHW.
9. Good analytical and conceptual skills, including the ability to plan, implement and review services.
10. Well-developed report and submission writing skills.
11. Sound computer skills including use of a data base environment.

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed **biennially** as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Women's Health West is an equal opportunity employer with VCAT Exemption No. H119/2017.
2. Aboriginal and Torres Strait Islander women and those who speak languages other than English are encouraged to apply.
3. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
4. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

FURTHER INFORMATION

If you have specific queries about this position please contact the Manager – Counselling and Case Management on 9689 9588.

To apply for this position, please send your written application addressing the key result areas and key selection criteria marked 'Confidential' to the address below. Please include three nominated referees, including your most recent line manager.

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au