

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Team Leader, Counselling Department</b>
<b>Location:</b>	Springwood/Gold Coast/Strathpine
<b>Employer:</b>	Bravehearts Inc
<b>Terms:</b>	Full-Time
<b>Probation Period:</b>	6-months
<b>Reports to:</b>	National Therapeutic Services Manager
<b>Remuneration Range:</b>	Social, Community, Home Care and Disability Services Industry Award 2010. Level 7



### **Our Vision**

To make Australia the safest place in the world to raise a child.

### **Mission Statement**

Our Mission is to prevent child sexual assault in our society.

### **Guiding Principles**

Our Guiding Principles are to, at all times, do all things to serve our Mission without fear or favour and without compromise and to continually ensure that the best interests and protection of the child are placed before all other considerations.

### **Purpose of Position:**

The Team Leader's role is to oversee the day to day running of the Bravehearts team at the designated location, and to provide supervision and support to staff of Bravehearts Counselling Department.

### **Primary Duties, Responsibilities and Training**

#### **Team Leader:**

- Ensure that the Team is running efficiently and effectively, in-line with Bravehearts' business model and Operational Plan.
- Provide supervision and direction to staff on policy, procedure and conduct.
- Coordinate, facilitate and chair relevant meetings.
- Conduct Staff Induction Process for new employees.
- Participation in, and management of, self-care activities.
- Provide advice and strategic direction to the National Therapeutic Services Manager regarding the counselling team's operational functioning.
- Contribute to the development, implementation and review of program and agency policies and procedures.
- Participate in networks, steering committee and other relevant bodies as appropriate.
- Ensure a flow of information between relevant external stakeholders and clients/stakeholders.
- Manage a caseload of 12-15 clients weekly.
- Liaise with Director of People and Culture regarding all performance challenges with staff, and for human resource support;
- General office management
- Represent Bravehearts at conferences/meetings/Bravehearts functions as instructed by their line manager.
- Provide regular reports to their line manager
- Provide day to day operational support to staff within the region who may be working on different teams
- Liaise with the line manager/ practice supervisor of all staff within the region/office to make sure that communication is effective and that staff are supported appropriately.

#### **Accountability:**

- Ensure a minimum standard of formal staff communication of monthly meetings with individual staff, and monthly meetings with your team;

- Participate in biannual Planning and Support Sessions
- Participate in Self Care activities and ensure reporting staff do the same
- Undertake professional development and supervision in accordance with Bravehearts and relevant regulatory body requirements.

#### **Other Bravehearts' Activities:**

- Contribute to other relevant Bravehearts activities as directed.
- Represent Bravehearts as directed and as appropriate.
- Adhere to Workplace Health and Safety Policies.
- Adhere to Organisational and program policies and procedures.

#### **Training, Qualifications and Registrations**

- Tertiary qualification in psychology or social work.
- Eligible for a Medicare Provider Number and Mental Health Accreditation
- Current Working with Children Blue Card
- National Police Certificate

#### **Delegation of Authority**

- Critical Incidents
  - Manage minor critical incidents, in accordance to Bravehearts Code of Conduct and Work, Health and Safety Policy.
  - When a Critical Incident poses risk to self, staff, clients or the organisation, the National Therapeutic Services Manager is to be informed promptly and preferably verbally; and followed up in writing.
- Budget Approval
  - Manage budgetary costing of up to \$350 per year, per staff member, for Professional Development.
  - Approve staff Leave Request forms, and refer to National Therapeutic Services Manager when leave requests are for more than 2 weeks.
  - All other budgetary requests to be taken to the National Therapeutic Services Manager for approval.
- Staff Performance
  - Manage staff performance in accordance with Bravehearts Code of Conduct policy.
  - When staff performance poses a risk to self, staff, clients or Bravehearts, or involves the Team Leader, the National Therapeutic Services Manager is to be informed.

#### **Key Performance Measures**

##### **Team Leader:**

- Feedback via individual staff review process and strategic planning feedback process.
- Provide feedback from statistical reports, funding bodies and other relevant stakeholders.
- Weekly, Monthly and Quarterly Team Leader reports.
- Achievement of goals set in annual performance work plan.
- Achievement of 75% attendance rate with clients within caseload.
- Psychologists and Social Workers are required to keep up to date case plans for each client.
- Psychologists and Social are to undertake standardised questionnaires with their clients and enter into the Service Record System in a timely fashion.
- Counselling case notes and payments are to be completed by close of business on the day of the client's session.
- All staff are required to maintain their Outlook Diary to reflect their client appointments/daily meetings.
- All staff are required to keep client profiles on the Service Record System up to date.
- Managing and reporting monthly on individual and team KPI's.

#### **Key Selection Criteria**

**Essential**

- Experience in supporting and counselling clients who have been impacted by, or at risk of being impacted by, childhood sexual assault.
- Experience in program leadership in the human services field.
- The ability to develop and maintain strong partnerships with a range of services as relevant to the service location.
- Ability to plan and manage time effectively.
- Ability to communicate effectively (written and oral).
- Current Drivers Licence.
- Ability and willingness to abide by the Bravehearts Code of Conduct.
- Personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission and philosophy and to its vision for an optimum contribution to the lives of children, young people, adults, non-offending family member and caregivers who have experienced, or may be at risk of experiencing, sexual assault.
- Principles of social justice will underpin the appointee's practice.

**Desirable**

- Understanding of working within a mandatory reporting practice.
- Demonstrated experience working in a community organisation.

I, \_\_\_\_\_ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I have read, agree and understand my position description. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_