

POSITION DESCRIPTION

Position Title:	Team Coordinator, Therapeutic Services
Location:	As per contract of employment
Employer:	Bravehearts Inc
Reports to:	National Therapeutic Services Manager
Remuneration Range:	Social, Community, Home Care and Disability Services Industry Award 2010. Level 6



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.

Guiding Values

Our guiding values are to at all times do all things to serve our Mission with uncompromising integrity, respect, energy and empathy, ensuring fairness, justice and hope for all children and those who protect them.

Purpose of Position:

The Coordinators role is to oversee the day to day running of the Bravehearts team at the designated location, and to provide managerial supervision and support to staff of Bravehearts Therapeutic Services Department.

Primary Duties, Responsibilities and Training

Team Coordinator:

- Provide day to day team support to ensure that the team and office are running efficiently and effectively, in-line with Bravehearts' business model and Operational Plan
- Provide day to day supervision and direction to staff on policy, procedure and conduct with support of Therapeutic Services Manager
- Coordinate and facilitate handover/ client allocation meetings
- Conduct Staff Induction Process for new employees in conjunction with Therapeutic Services Manager
- Participation in, and coordination of, self-care activities
- Contribute to the development, implementation and review of program and agency policies and procedures
- Participate in networks, steering committee and other relevant bodies as instructed by Therapeutic Services Manager
- Ensure a flow of information between relevant external stakeholders and clients/stakeholders.
- Manage a counselling caseload as negotiated with the Therapeutic Services Manager
- Liaise with Therapeutic Services Manager regarding all performance challenges with staff.
- Represent Bravehearts at conferences/meetings/Bravehearts functions as instructed by Therapeutic Services Manager
- Provide regular reports to the Therapeutic Services Manager as required

Accountability:

- Work with National Therapeutic Services Manager to ensure a minimum standard of formal staff communication of individual and monthly meetings with individual staff
- 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
- Manage their own health and safety in the workplace and ensure a physically and mentally safe workplace for the organisation
- Adhere to Organisational and program policies and procedures.
- Test duress alarm monthly and record as prescribed by WHS Coordinator

Training, Qualifications and Registrations

- Tertiary qualification in psychology or social work
- Registration with professional membership body
- Eligible for a Medicare Provider Number and Mental Health Accreditation (desirable)
- Current Working with Children Blue Card
- National Police Certificate
- Cert 4 in Training & Assessment (desirable)

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
- Staff Performance
 - Work with Therapeutic Services Manager to manage staff performance in accordance with Bravehearts Code of Conduct policy
 - Approve timesheets fortnightly
 - When staff performance poses a risk to self, staff, clients or Bravehearts, or involves the Team Coordinator, the National Therapeutic Services Manager is to be informed

Key Performance Measures

Team Coordinator

- Feedback via individual staff review process and strategic planning feedback process
- Provide feedback from statistical reports, funding bodies and other relevant stakeholders
- Monthly Team reports
- Achievement of goals set in annual performance work plan
- Achievement of 75% attendance rate with clients within caseload
- Clinicians are required to keep up to date case plans for each client
- Clinicians 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 in a clinical setting who have been impacted by, or at risk of being impacted by, childhood sexual assault
- 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
- Ability to develop training programs relating to clinical practice

Personal Qualities

- Respect for privacy and confidentiality
- The appointee needs to possess personal qualities of integrity, sound judgement, empathy, and respect for individuals
- High levels of verbal and written communication, as well as well-defined negotiation and mediation skills are essential
- 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 and young people who have experienced sexual assault, their non-offending family members and primary caregivers
- Principles of social justice will underpin the appointee's practice
- Must have or be willing to apply for a CCYP Working with Children Check (Blue Card) and National Police Certificate
- Candidates must possess a driver's licence

Skills and Abilities

- A sound understanding of the effects of child sexual assault on the individual, family, interpersonal, and societal level
- Proven ability working with children and families within a clinical setting.
- Excellent written and verbal communication
- Ability to work well within a team environment
- Exceptional organisational and time management skills
- Intermediate use of Microsoft office suite and keyboard skills

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 will immediately inform my manager of any charges of child sexual assault or interpersonal violence.

I have read, agree and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual assault, or violence towards another person, whether at work or not, may lead to immediate termination of employment. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____

Date: _____