

POSITION DESCRIPTION

Position Title:	Therapeutic Services Manager
Location:	SEQ
Employer:	Bravehearts
Terms:	Contract – Full Time
Probation Period:	6-months
Reports to:	Director of Therapeutic & Support Services
Award:	SCHADS 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 and exploitation 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.

PUSPOSE OF POSITION

The role of the Therapeutic Services Manager is to provide management to the Therapeutic Services team within Bravehearts, including planning and coordination of services, overseeing efficient running of the teams and alignment to the Strategic and Operational Plan of Bravehearts.

PRIMARY DUTIES AND RESPONSIBILITIES

- To provide effective and appropriate leadership to the therapeutic staff across three sites, which includes Arundel, Springwood and Strathpine.
- Provide operational supervision to each team member to support them in their role and to ensure that they are achieving their KPIs in line with the funding contract.
- Manage, in support with the People and Culture Manager, appropriate recruitment, selection of all new Therapeutic Services Staff.
- Oversight of induction and training for all new Therapeutic Services Staff.
- Oversight of the development of therapeutic and educational modalities, such as support and education groups, to better meet client needs and agency goals.
- Management of new and emerging therapeutic programs in line with the Operational and Strategic Plans of Bravehearts.
- Oversight of complementary materials to assist in the dissemination of new therapeutic modalities, including training manuals and client workbooks.
- Oversight of Professional Development resource allocation and allowances, for staff of the Therapeutic Services team.
- Oversight of professional body requirements for therapeutic staff in partnership with the Practice Supervisor and People and Culture.
- Manage reporting standard to all stakeholders such as Medicare, Medicare Local, Department of Child Safety and Health Service Providers.
- Manage data sets relevant to external funding providers.
- Lead a culture of professional self-care in the therapeutic services team; and undertake own self-care.
- Participate in relevant stakeholder network forums across the region, and forge partnership opportunities with other services.
- Manage each service outlet, ensuring that they are physically maintained and appropriate for the services that we deliver.
- Work closely with the Director of Therapeutic and Support Services and the Quality Assurance Coordinator to maintain our Human Services Quality Framework and NDIS accreditation.

Accountability:

- Maintain accurate statistical records relevant to the therapeutic services division.
- Develop weekly, monthly, and annual reports to the Senior Executive group and Board in a timely, accurate manner.
- Manage the Therapeutic Services Budget in conjunction with the Finance Manager and the Director of Therapeutic & Support Services.
- Manage complaints and grievances as per policy.
- Manage the staff performance and develop process with therapeutic staff.
- Ensure Quality Assurance of professional reports to external bodies, such as the Department of Child Safety, Police, General Practitioners, and peers (quarterly).

Other Bravehearts Activities:

- Facilitate presentations to agencies external to Bravehearts, as required.
- Attendance at conferences/meetings/Bravehearts functions, as required.
- Adherence to Workplace Health and Safety policies and legislation
- Adherence to Organisational and program policies and procedures.

TRAINING, QUALIFICATIONS AND REGISTRATIONS

- Tertiary qualification in psychology, or social work, or other as determined relevant by Bravehearts.
- Registration and/or membership with the governing body of designated profession (for example, AHPRA, AASW).
- Previous experience providing clinical supervision to psychologists, social workers or counsellors.
- Current Working with Children Blue Card and Worker Screening card (NDIS requirement).

DELEGATION OF AUTHORITY

- Critical Incidents
 - Manage critical incidents that have been elevated to the management level, in accordance with Bravehearts Code of Conduct and Work, Health and Safety Policies.
 - When a critical incident involves grievance with the manager or is unable to be resolved at the Therapeutic Services Manager level, escalate the matter to the Director of Therapeutic & Support Services.
- Budget Management
 - Oversee the Therapeutic Services budget, to ensure effective service delivery within the organisation's Delegation of Authority.
- 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 Therapeutic Services Manager, the Director of Therapeutic & Support Services is to be informed.
 - Seek support and advice on human resource matters from the Director of Therapeutic & Support Services and/or People and Culture.

KEY PERFORMANCE MEASURES**Manager:**

- Feedback via individual staff review process.
- Strategic planning feedback process.
- Feedback from statistical reports, funding bodies and other relevant stakeholders.
- Monthly board reports.
- Achievement of goals set out in performance work plan.

Accountability:

- Achievement of goals set out in performance work plan in relation to job accountabilities, supervision and professional development.

Other Bravehearts Activities:

- Achievement of organisational activities identified.
- Knowledge of and compliance with WHS policies.
- Knowledge of and compliance with policies and procedures.

Key Selection Criteria

Essential:

- Tertiary qualification in Psychology or Masters of Social Work.
- 5 plus years' experience in trauma informed counselling, including individual, family and group therapy.
- The ability to effectively manage a team across different locations.
- An understanding of the issues of people impacted by childhood sexual assault and exploitation.
- The ability to develop and maintain strong partnerships with a range of services as relevant to the therapeutic Services department.
- Excellent skills in conflict resolution and mediation.
- The ability to plan and manage time effectively.
- Ability to communicate effectively (written and oral).
- Ability to abide by Bravehearts Code of Conduct.
- An understanding of children protection legislation relevant to service delivery.
- Ability to work well within a team.
- Intermediate use of Microsoft Office suite and keyboard skills.
- 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 and adults who have experienced sexual assault, their non-offending family members, and primary caregivers.
- Principles of social justice will underpin the appointee's practice.
- Understanding of working within a mandatory reporting practice.
- Current Queensland Drivers licence.
- The right to work in Australia.
- QLD Worker Screening test

Desirable:

- Experience and understanding of the issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices is preferable.
- 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 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 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: _____